

Santa Clara County A Labor Market Information Study

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I N T R O D U C T I O N

O V E R V I E W

The NOVA Private Industry Council Labor Market Information Study is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). The program is a cooperative effort between NOVA Private Industry Council and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID). It is an annual study conducted to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. Funding for this study is provided by EDD and NOVA.

NOVA Private Industry Council

NOVA Private Industry Council (NOVA PIC) includes representatives of local business, industry, education and service agencies. It was formed in 1983 to implement the federal Job Training Partnership Act (JTPA) for North Santa Clara County. The services provided by the NOVA PIC are administered by the City of Sunnyvale.

The services provided by the NOVA PIC benefit both employers and job seekers. Employers can receive assistance with their hiring, retraining or out-placement needs. Job seekers may receive vocational testing and counseling as well as assistance in obtaining the competitive skills necessary to enter the work force. Additionally, the NOVA PIC offers services funded outside of JTPA such as this labor market information study and special projects for employee retraining, veterans, youth, the homeless, and individuals with disabilities.

As a primary administrator of local employment and training funds and an organization established to coordinate private and public efforts in that area, NOVA PIC was in an ideal position to act as the coordinator of the local portion of the California Cooperative Occupational Information System. NOVA PIC therefore sought and obtained funding to be one of the first pilot sites in the state for this project. 1997 marks the ninth year of NOVA PIC's participation in the project.

Labor Market Information Division (LMID)

This project is administered by LMID to encourage state/local cooperation in gathering, analyzing and distributing occupational information. LMID has access to an extensive state data base from which to provide information and projections concerning local labor market conditions. LMID's expertise, technical assistance and data base have all been made available to NOVA PIC, and, through this publication, are now being made available to you.

Note: *The various tasks of each organization in the survey process are described in Project Methodology.*

U S E S O F T H E D A T A

The data in this publication has been gathered, analyzed, and is distributed with the intention of being used by a variety of organizations and individuals for many different purposes. Some of the most important uses are listed below.

Career Decisions: The Occupational Tables have been specifically designed for use by career counselors and job seekers to provide easy to read local information on twenty-five occupations. The localized information includes employer requirements and preferences, wages, and labor supply and demand. It helps career counselors and job seekers to make informed occupational choices based on skills, abilities, interests, education, and personal needs.

Note: *In the "Description of Occupational Outlook Tables", each section of the table is defined. Suggestions for interpreting the data have been made in italics. It is hoped that this format will make it easier for career counselors to use this data effectively when working with clients.*

Placement and Job Development: When job counselors and job developers are looking for appropriate placements for clients, the Occupational Outlook Tables can also be of help.

Note: Supply/Demand information is provided to assist job seekers in making a decision as to whether a particular occupation is appropriate for their skills, abilities, education and needs. The information may help the counselor and job seeker to assess the job market and to become more aware of the job skills which Santa Clara County employers rate as important for entry into the occupation. The information provided under the title "Principal Employing Industries" can guide the job seeker toward industries which are the largest sources of employment for that occupation.

Vocational Program Planning: The report provides local planners and administrators with employment data including occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Note: The Occupational Tables provide local planners with the Supply/Demand, Occupational Size and Expected Growth Rate information. This section summarizes data collected from state tax records as well as a federal occupational survey and information collected directly from local employers. This multi-source information will make it possible to make more confident judgments concerning the suitability of occupations for training.

Curriculum Design: Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report.

Note: The "Job Skills" section of the Occupational Tables, which provides information on employer skill preferences, will be of particular value to curriculum planners because it rates skills according to employers' evaluation as either very important or important.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in the Santa Clara labor market area.

Note: Information on Supply/Demand, Occupational Size and Growth Rates, and Wage Data can be used in establishing the suitability of Santa Clara County for specific types of business growth and development.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

It is hoped that this publication will meet the needs of its users. If you have any suggestions for improvement, please contact NOVA's LMI Project Coordinator at (408) 730-7232.



PROJECT METHODOLOGY

LMID developed Occupational Forecast Tables specifically for NOVA PIC. These tables provided 1994 employment by occupation, projected seven year growth, and separation figures for occupations in Santa Clara in which there was employment of 50 or more. Occupational distribution by industry was also provided.

These tables contain information on over 400 occupations. They were generated using state unemployment insurance records of Santa Clara County businesses and data from a federally financed Occupational Employment Statistics (OES) survey of occupational distribution within industries, identified according to Standard Industrial Classification (SIC) titles.

OCCUPATIONAL SELECTION CRITERIA

NOVA PIC applied the following criteria to narrow the list of possible occupations to survey to twenty-five:

- The occupation must have a substantial employment base in the county;
- There must be a substantial number of projected job openings in the county;
- There appears to be present and future occupational growth;
- There appears to be substantial potential for earning capacity;
- The training time required for the occupation must be two years or less, allowing for some exceptions based on the strength of the other criteria;
- The skills requirements are impacted by some fluctuation in the labor market or emerging technology.

A preliminary list of occupations was developed. This list was reviewed by representatives of community based vocational training programs, educational institutions, organized labor, economic development organizations, and the PIC. From the input of these organizations, some occupations were eliminated and others added, and the final

list of twenty five occupations to be studied was selected. Each occupation was then clearly defined an appropriate OES/DOT title was assigned.

SURVEY SAMPLE SELECTION

After the occupations were selected, defined, and the appropriate OES/DOT titles assigned, LMID developed an employer sample for each occupation. One consideration in drawing up the employer sample was the pattern of distribution of industries in which the occupation could be found. Industries are classified by the Standard Industrial Classification manual. There are nine major industry groups; some examples are agriculture, construction, manufacturing, and retail trade.

LMID staff, using detailed data bases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a medical assistant would generally work for a firm classified in the health services category, whereas a word processor may be scattered across several industries —health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. If 20 percent of Santa Clara County workers in an occupation were found in a specific industry, then 20 percent of the sample was drawn from that industry.

The sample was carefully reviewed, and employers were called to verify company name and address, confirm the existence of the occupation at the company, and obtain the name of a contact person. Employers were added or deleted as appropriate. The final sample included up to forty employers for each occupation.

Q U E S T I O N N A I R E D E V E L O P M E N T

Separate questionnaires were developed for each of the 25 occupations. Since the standard questionnaire did not contain a skills question, NOVA developed a third page to cover skills for each occupation. The questionnaires were mailed June 1997.

S U R V E Y P R O C E D U R E S

After the mailing, all employers who did not return a completed questionnaire by the designated deadline received a follow-up phone call. Employers were given the opportunity to respond to the questionnaire over the phone or return it by FAX or mail. Additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and to survey 40% of the sample's projected employment size.

All surveys were reviewed for accuracy of the data, and employers were recontacted if answers were missing, unclear or conflicted with other answers. In addition to contacting employers, the NOVA staff contacted labor unions, employment agencies, training providers, etc. to learn more about a specific occupation.

T A B U L A T I O N R E S U L T S

The survey responses were entered into a data base and tabulations were prepared. From these tabulations, the data was analyzed and the final occupational summary reports were prepared by NOVA staff. Each occupational statement provides information on training and hiring requirements, size of the occupation and growth rate expected, supply and demand assessment, major employment sources, and other information. Specific employer information is confidential and cannot be released.



DESCRIPTION OF OCCUPATIONAL TABLES

O V E R V I E W

The Occupational Tables (pages 2-51) present a summary of the project's findings by occupation. A separate table is presented for each of the twenty-five occupations for which a survey was completed. Major sections of each table include:

- **The Occupational Title and OES/DOT Code(s)**
- **Occupational Definition**
- **Wages**
- **Work Patterns**
- **Benefits**
- **Job Skills**
- **Principal Employing Industries**
- **Education, Training & Experience**
- **Hiring and Promoting Practices**
- **Supply and Demand**
- **Size and Growth**
- **Training Providers**
- **Other Information**

Throughout the tables, the terms "*all*", "*almost all*", "*most*", "*many*", "*some*" and "*few*" are assigned specific values to describe the survey results. In using these terms, the following guidelines were applied:

- | | | |
|---------------------|---|---------------|
| • All | = | 100% |
| • Almost All | = | 88% - 99% |
| • Most | = | 60% - 79% |
| • Many | = | 40% - 59% |
| • Some | = | 20% - 39% |
| • Few | = | Less than 20% |

The following is a brief description of each section of the tables, definitions of terms relevant to the specific sections, and suggestions concerning how the information can be used effectively.

TITLE, CODE AND DEFINITION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, October 1991. An OES code is not listed for the following occupations: Computer Aided Design (CAD) Technicians, Desktop Publishing-Graphic Design, Office Equipment Installer and Repairers, and Quality Assurance Managers, since they do not fit into any OES classifications. Instead, the Dictionary of Occupational Titles (DOT) code is used. These occupations were selected for the survey based on the needs of the local users of occupational information.



This icon represents those occupations that have been identified as nontraditional occupations for women. An occupation is determined to be nontraditional if, 25% or less of its employment is composed of women.

W A G E S

Wage data serves as a guide for comparing salaries of one occupation to those of another. It also helps to ascertain the approximate salary ranges (per hour, rounded to the nearest quarter) and median wages (per hour, as reported) for each occupation. Where applicable, this information is provided for both union and non-union employees.

Please note that this data is not meant to represent official prevailing wages and should be used with caution (if at all) for wage and salary administration. It reflects information gathered in the summer of 1997 and does not include the Federal minimum wage increase of September 1, 1997. Wages are reported for three occupational levels as follows:

- **Entry Level, No Experience:**
wages generally paid to persons trained or qualified but with little or no paid experience in the occupation.

- **Experienced, New to Firm:** starting wage generally paid to journey-level or experienced persons who are just starting at the firm.
- **3+ Years Experience w/Firm:** wages generally paid to individuals with three years or more experience at the firm in that occupation.

W O R K P A T T E R N S

Working Hours: This section identifies typical working hours of employees in the occupation. More specifically, are they full time, part time, temporary/on-call, and/or seasonal, and how many hours per week do they work on average?

Where applicable, the percentage of unionized employees and firms in the occupation which hire unionized employees is indicated. Unionization often affects factors such as methods of recruitment, wages, and fringe benefits.

B E N E F I T S

The **Benefits** section identifies what percentage of the employers surveyed offer benefits to employees (both full time and part time where applicable) in the occupation.

J O B S K I L L S

This section provides a summary of employer requirements and preferences in relation to the occupation. It is divided into three categories: Job Specific, Basic Skills, and Computer Skills. All skills have been rated by employers on a scale of 0 to 3, with 0 meaning that the skill is “not important” to 3 meaning that the skill is “very important” for the job.

Job-Specific Skills: Based on the above criteria, this section identifies those skills/qualifications within the occupation which are desired by employers.

Basic Skills: Based on the above criteria, this section identifies general skills/qualifications desired by employers.

Computer Skills: This section lists computer skills that are sought by employers surveyed.

Important Note: With the passage of the Americans With Disabilities Act in 1990, employers must determine the “essential functions” of a position. The designation of a skill as “very important” or “important” is based upon employer preference. These terms are in no way meant to determine which skills are “essential functions” of the position. Employers will have to make that designation for each occupation at their firm.

It is also important to note that although employers report their preferences as to physical skills, the Act also states that “reasonable accommodation” must be made for applicants and employees who have a disability. For more information about the Americans With Disabilities Act, contact NOVA Project Hired at (408) 522-1039.

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

This section provides a list of types of industries that employ people in the occupation. The list is ranked, using projected employment, from industries employing the largest number of people in the occupation in Santa Clara County. The titles are from the Standard Industrial Classification system, as used in the 1994-2001 Occupational Forecast Tables.

This information is helpful to job seekers and job developers by identifying industries most likely to provide employment in the occupation. This list is organized in descending order, the topmost providing the most employment. It is often recommended that job seekers contact employers within major employing industries in order to get more specific information for career planning.

E D U C A T I O N , T R A I N I N G & E X P E R I E N C E

Education refers to academic education as provided in high schools and community colleges.

Training generally refers to vocational training as provided by Regional Occupational Programs, adult education, private vocational schools, state approved apprenticeship programs and community college vocational training programs. Some occupations have legal or voluntary licensing, registration, or certification requirements which stipulate training or proficiency tests. Details are provided where applicable.

It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining or not obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.

Experience: The amount of experience required by employers, and areas in which employers look for experience is noted in this section. If training is an acceptable substitute for work experience, that is also noted.

This section provides a good indication of the degree of competition for jobs in the occupation. The more experience an employer requires, the stronger the competition and the harder it will be to enter the occupation with the proper qualifications but no experience.

HIRING AND PROMOTING

Occupational Access & Mobility: This section shows the reader where employers go to find job candidates in the occupation and discuss upward mobility.

Those occupations with employers indicating that they promote from within their own firms will be difficult to enter directly. It will be necessary to find out which entry level jobs with the firm would ultimately lead to the desired occupation.

In addition, a majority of employers list the newspaper as a primary source of recruitment, however, while many companies post ads in the paper, most employees find their jobs through personal and professional networking contacts.

Ads are often placed to get a sense of the labor pool to fulfill company policy. This should not discourage the job seeker from reading the want ads, but some additional analysis may be required. For example, the want ads provide valuable information about who's hiring. If a company is hiring engineers this week, they will probably need the technicians to support them next week. Additionally, ads can be a great source of vocabulary for building a resume, providing the current terminology for the industry.

When job seekers use the newspaper as a source of job leads, they will need to do more to set themselves

above the competition. For example, job seekers should be encouraged to find out who the hiring manager is, and to send their resume directly to him or her. Counselors should caution job seekers that the ads tend to be overwritten. If the applicant meets 70% of the requirements, they should apply. or organization are high.

SUPPLY AND DEMAND

Information in this section reports the level of difficulty employers have finding both inexperienced as well as fully experienced and qualified applicants. Sources of last year's job opportunities and employer's projections about the growth of the occupation over the next three years is noted in this section.

Terms used to describe levels of difficulty employers have finding candidates are as follows:

Very Difficult - Employers have great difficulty finding qualified applicants. *The labor market is very good for the job seeker.* Demand is considerably greater than the supply of qualified applicants.

Somewhat Difficult - Employers have some difficulty finding qualified applicants. *The labor market is good for the job seeker.* Demand is somewhat greater than the supply of qualified applicants.

A Little Difficult - Employers have little difficulty finding qualified applicants. *The labor market is competitive for the job seeker.* Supply of qualified applicants is somewhat larger than demand.

Not Difficult - Employers have no difficulty finding qualified applicants. *The labor market is very competitive for the job seeker.* Supply of qualified applicants is considerably greater than demand.

Sources of last year's job opportunities may include turnover (employees leaving their jobs), newly created positions, temporary positions, and/or internal promotions or transfers.

Turnover can be an indication of a variety of factors both negative and positive. For instance, it could mean that promotional opportunities are high, that is a good starting place for moving into other occupations, or that separations from the company or organization are high.

On the other hand, it could indicate that working conditions, wages, or benefits are not competitive. High turnover can provide an indication of where job opportunities might be plentiful even though the occupation itself is not growing, or low turnover could make it more difficult to enter an occupation particularly if supply exceeds demand.

Overall, this short narrative section provides the best current indication on the degree of ease or difficulty for a job seeker to obtain employment in the occupation. The information is not absolute, and it can change over time, but it provides a good tool in selecting an occupation for employment in the immediate future. Other factors, such as size of the occupation, projected growth, and separations (discussed below), should also be taken into consideration when deciding on the suitability of an occupation.

In most cases, the most desirable occupations requiring the least training will be difficult to enter. Occupations that are easy to enter may have elements that are not attractive to the job seeker. Sometimes starting in an occupation considered less desirable will provide the job seeker with the experience required to enter a more desirable occupation at a later time.

SIZE AND GROWTH

This information is based on EDD Occupational Forecast Tables, 1994-2001, and provided to make it convenient to find specific information about size, growth, and separations in the occupation.

Size and Growth projections are generally the numbers that are most relied upon to provide an indication of whether an occupation is expected to have high demand for new employment. Although it is a good starting point, other factors, such as separations, should be considered in attempting to determine the availability of job opportunities in an occupation.

Size is a relative term assigned to the number of people employed in the occupation as reported in "Est. employment 1994." The designation is different for each county and is based on the size of the work force in the county.

The number for Santa Clara County is converted to the relative term based on the following table:

• Small	=	1,199 or less
• Medium	=	1,200 - 2,399
• Large	=	2,400 - 5,199
• Very Large	=	5,200 or more

The size of the occupation is important because it influences the availability of jobs. For instance, an occupation that is growing very slowly but is also very large could still be a good source of employment. Conversely, an occupation that is growing rapidly but is small in size may not provide good job opportunities at this time for significant numbers of people.

Growth is also a relative term relating to the rate of growth projected for the occupation from 1994 to 2001 in Santa Clara County. The Occupational Forecast Tables provide a growth projection for each occupation. These projections are evaluated against data collected from employers, and from trade associations, schools and industry analysis to provide a reasonable estimate of growth potential.

The average projected growth for Santa Clara County is 12.4% during the seven year period of 1994-2001. Ranges have been established around the 12.4% average as follows:

• Much Faster Than Average	=	18.6% and above
• Faster than Average	=	13.6% - 18.5%
• Average	=	11.2% - 13.5%
• Slower than Average	=	less than 11.1%
• Remain Stable	=	0%
• Decline	=	less than 0%

Growth data can help determine if an occupation is likely to provide increasing or decreasing job opportunities in the future. Even in growing occupations however, the supply of qualified people could exceed the demand for a variety of reasons, including small occupational size, large numbers of people who already meet the occupational requirements, and/or large numbers of people being trained for that occupation.

Separations project the number of people in Santa Clara County who will permanently leave the occupation. The source of separation is the Occupational Forecast Tables.

"Separations" combined with "growth" can provide an indication of the number of jobs that could be

available in an occupation with low turnover. For example, an occupation with low turnover but high growth and separations could point the way to a good opportunity for entrance into an occupation generally difficult to enter.

TRAINING PROVIDERS

This section lists the Training Providers in Santa Clara County for each occupation surveyed. Appendix A lists each of the Training Providers in an alphabetical order with detailed information on the address and phone number.

OTHER INFORMATION

In this section, a variety of additional factors such as, The California Occupational Code, and Employer Screening Methods are considered. These factors are not always reviewed in each occupation since the data was not available or relevant.

California Occupational Guide #: This number refers to a series of detailed occupational descriptions prepared by the Labor Market Information Division of the Employment Development Department. These guides are updated regularly and provide information relevant to the State of California. Not all occupations had a corresponding guide at the time this document was printed but new occupations are regularly added.

It is recommended that you refer to the Occupational Guides for more detailed information concerning the occupation.

Screening Methods: This section notes any screening requirements that employers may have for job applicants including drug scans, Department of Motor Vehicles (DMV) checks, and/or physical exams. Any tools or other materials that new hires are expected to provide is also noted in this section.

TABLES

ADJUSTMENT CLERKS

(OES: 531230)

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibilities for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$6.00-\$12.00	\$10.40
Experienced/New to the Firm:	\$10.00-\$14.50	\$11.00
3+ Yrs. Experience with Firm:	\$11.00-\$16.00	\$13.21

W O R K P A T T E R N S

Almost all Adjustment Clerks surveyed work full time **40 hours** per week. Some Adjustment Clerks belong to a union.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Customer service skills, telephone answering skills, willingness to work with close supervision, ability to perform detailed clerical work, problem solving skills, and understanding of various cultures.

BASIC SKILLS

Very Important: Keyboarding skills, oral communication skills, ability to read and follow instructions, English grammar and spelling skills, attention to detail, ability to work under pressure, ability to work independently as well as part of a team.

COMPUTER SKILLS

Most employers surveyed sought word processing and database software skills.

F R I N G E B E N E F I T S

<u>BENEFITS</u>	<u>FT</u>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	87%
Life Insurance:	93%
Paid Sick Leave:	100%
Paid Vacation:	100%
Retirement Plan:	93%
Child Care:	0%

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Computers, Peripherals & Software	8.4%	5045
• Telephone Communications	6.3%	4813
• National Commercial Banks	4.6%	6021
• Electronic Parts & Equipment	5.4%	5065
• Semiconductors and Related Devices	4.0%	3674

ADJUSTMENT CLERKS

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding fully experienced and qualified applicants and *a little difficult* finding inexperienced applicants. *Turnover* accounted for *most* new job opportunities created in the past year. Employers surveyed seem to be split in their opinion on whether this occupation will grow (53%) vs. remain stable (40%) over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- ***Almost all*** used *newspaper ads*.
- ***Many*** used *employee referrals*.

All employers surveyed promote Adjustment Clerks to higher level positions such as:

- Lead
- Sr. Account Representative
- Supervisor
- Sales Manager

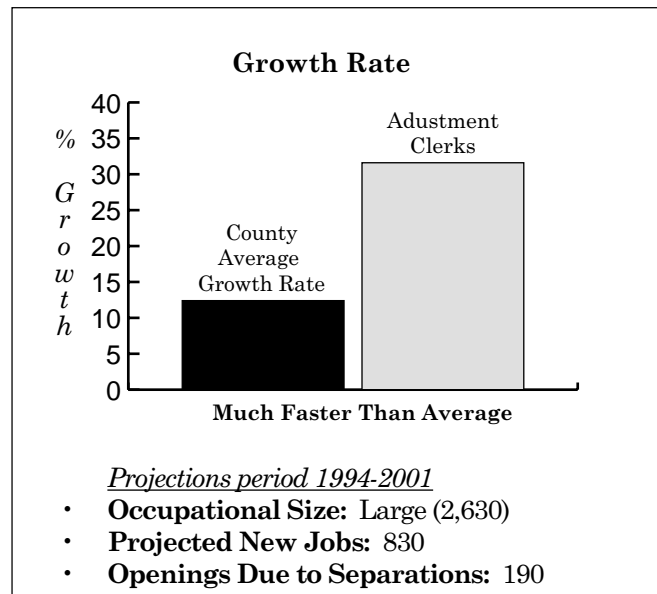
EDUCATION, TRAINING & EXPERIENCE

Most recently hired Adjustment Clerks have a high school diploma or equivalent.

Many employers require previous work experience.

Most employers surveyed are sometimes willing to substitute training for work experience. Adjustment Clerks can be trained on-the-job.

SIZE & GROWTH



TRAINING PROVIDERS

- San Jose City College (Customer Service program)

OTHER INFORMATION

California Occupational Guide No.: 562

Screening Devices: Drug testing, and medical physicals.

CLAIMS EXAMINERS - PROPERTY AND CASUALTY INSURANCE (OES: 219210)

Claims Examiners review settled insurance claims to determine that payments and settlements have been made in accordance with company practices and procedures and insure that adjusters have followed proper methods. They report overpayments, underpayments, and other irregularities and confer with legal counsel on claims requiring litigation.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$10.50-\$15.00	\$12.11
Experienced/New to the Firm:	\$11.50-\$25.00	\$14.92
3+ Yrs. Experience with Firm:	\$12.00-\$30.00	\$17.05

W O R K P A T T E R N S

All Claims Examiners surveyed work full time averaging **40 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Ability to complete and explain insurance forms, completion of company training, ability to interview others for information, and ability to read and comprehend information quickly.

Important: Record keeping skills, willingness to work with close supervision, and knowledge of medical terminology.

BASIC SKILLS

Very Important: Oral communication skills, writing skills, ability to read and follow instructions, attention to detail, ability to work independently, English grammar and spelling skills, and basic math skills.

Important: Keyboarding skills, ability to work as part of a team, and ability to work under pressure.

COMPUTER SKILLS

Almost all employers surveyed sought word processing skills or other computer skills.

F R I N G E B E N E F I T S

<u>BENEFITS</u>	<u>FT</u>
<i>Medical Insurance:</i>	100%
<i>Dental Insurance:</i>	100%
<i>Vision Insurance:</i>	40%
<i>Life Insurance:</i>	87%
<i>Paid Sick Leave:</i>	93%
<i>Paid Vacation:</i>	93%
<i>Retirement Plan:</i>	80%
<i>Child Care:</i>	7%

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Fire, Marine, and Casualty Insurance	66.8%	6331
• Insurance Agents, Brokers, & Service	26.6%	6411

CLAIMS EXAMINERS - PROPERTY AND CASUALTY INSURANCE

SUPPLY & DEMAND

Employers surveyed report it to be *a little difficult* finding both fully experienced and qualified applicants, as well inexperienced applicants. *Turnover* accounted for many new job opportunities created in the past year, *some* were also due to *promotions*. *Most* employers report employment in this occupation to have *remained stable* in the last year, and most report it to *grow* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *newspaper ads*.
- **Most** used *employee referrals* and *in-house promotions* and *transfers*.

Almost all employers surveyed promote Claims Examiners to higher level positions such as:

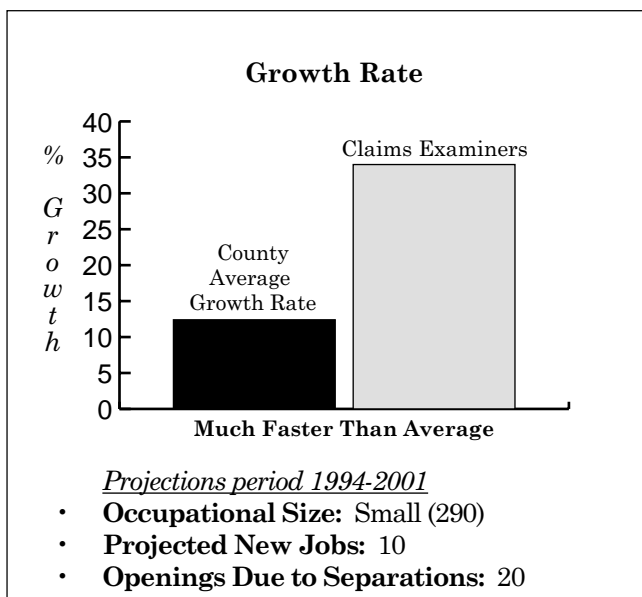
- Senior Support
- Auditor
- Supervisor
- Claims Manager

EDUCATION, TRAINING & EXPERIENCE

Education levels among Claims Examiners varies from a high school diploma or equivalent to a bachelors degree.

Many employers **always** require previous work experience, **most** employers surveyed **will not** substitute training for work experience. Employers prefer at least 2 years of work experience in the insurance field.

SIZE & GROWTH



TRAINING PROVIDERS

- ATCOA-North
- Bryman
- Evergreen Valley College
- West Valley College
- Quick Learning School of San Jose

OTHER INFORMATION

California Occupational Guide No.: 67

Screening Devices: DMV check, and police record background check.

COMPUTER PROGRAMMERS, INCLUDING AIDES

(OES:251051)

Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$16.75-\$26.25	\$17.69
Experienced/New to the Firm:	\$17.00-\$31.25	\$22.81
3+ Yrs. Experience with Firm:	\$22.50-\$36.00	\$26.01

W O R K P A T T E R N S

Almost all Computer Programmers surveyed work full time averaging 41 hours per week.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Ability to write, edit, and debug computer programs, ability to write documentation of computer procedures, ability to use fourth generation computer languages, knowledge of mainframe hardware, and operating systems, knowledge, of microcomputer hardware and operating systems.

BASIC SKILLS

Very Important: Advanced math skills, keyboarding skills, ability to read and follow instructions, oral, communication skill, attention to detail, and ability to work independently as well as part of a team. Ability to sit continuously for 2 or more hours.

Important: Ability to work under pressure.

COMPUTER SKILLS

All most all employers surveyed sought database software skills, most also sought word processing and spreadsheet skills.

NEW SKILLS: Programming skills in C, C++, in a Windows -NT environment , with UNIX as an operating system are some of the new skills mentioned by employers.

F R I N G E B E N E F I T S

<u>BENEFITS</u>	<u>FT</u>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	88%
Life Insurance:	56%
Paid Sick Leave:	100%
Paid Vacation:	94%
Retirement Plan:	81%
Child Care:	0%

* Most employers also offer stock options

PRINCIPAL EMPLOYING INDUSTRIES

<u>Industry</u>	<u>Percent</u>	<u>SIC</u>
• Prepackaged Software	15.5%	7372
• Computer Integrated System Design	15.4%	7373
• Computer Programming Services	15.4%	7373
• Computer Related Services	12.5%	7379

COMPUTER PROGRAMMERS, INCLUDING AIDES

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding fully experienced and qualified applicants, and *a little difficult* finding inexperienced applicants. *New positions* accounted for *most* new job opportunities created in the past year. *Most* employers surveyed report employment in this occupation to have *grown* in the last year, and *almost all* report continued *growth* over the next three years. Improved business, and rapid growth in area economy, were some of the reasons for the rapid growth.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** employers use their *internet website* and *job fairs*.
- **Most** used *employees referrals* and *newspaper ads*.

All employers surveyed promote Computer Programmers to higher level positions such as:

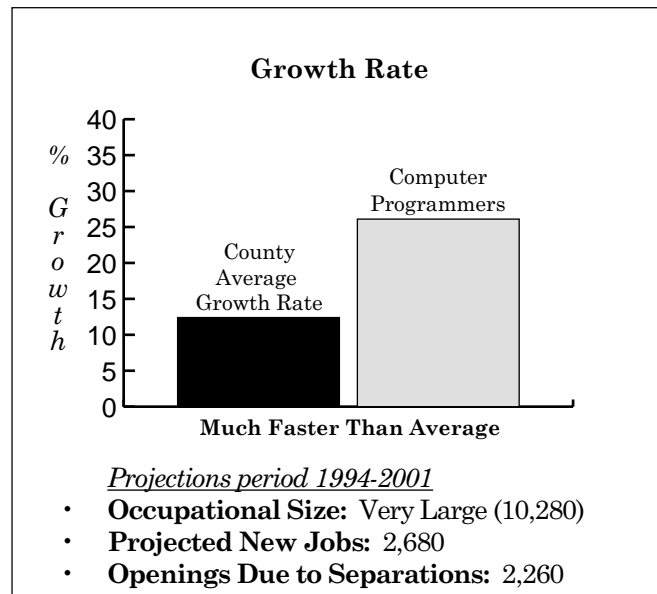
- Associate Programmer
- Senior Programmer
- Project Leader
- Group Manager

EDUCATION, TRAINING & EXPERIENCE

Almost all Computer Programmers have a Bachelor's degree in Electrical Engineering or Computer Science.

Many employers usually require previous work experience averaging slightly over 2 yrs. in the field of programming. **Many** employers are willing to substitute training for work experience.

SIZE & GROWTH



TRAINING PROVIDERS

- California College of Communication
- Computer Learning Center of San Jose
- De Anza College
- Evergreen Valley College
- Foothill College
- Institute of Computer Technology
- Micro-Polytech Institute
- San Jose City College
- University of California Santa Cruz Extension

OTHER INFORMATION

California Occupational Guide No.: 81

Screening Devices: Background check, and reference checks.

COMPUTER AIDED DESIGN TECHNICIANS

(DOT: 003.362-998)



Computer Aided Design Technicians operate computer-aided design systems and peripheral design equipment to draft and modify drawings of integrated circuits, wiring, layout, mechanical detail, and assemblies used in manufacture, assembly, installation and repair of electronic components, circuit boards, and equipment. They calculate figures to convert design dimensions to resizing dimensions, locate and load specified design- projections database, and use keyboard to connect to on-line or off-line peripheral equipment to produce hard copy and computer tape of approved design.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$10.00-\$19.25	\$14.49
Experienced/New to the Firm:	\$13.50-\$24.50	\$18.50
3+ Yrs. Experience with Firm:	\$15.50-\$36.50	\$20.20

W O R K P A T T E R N S

All Computer Aided Design (CAD) Technicians surveyed work full time averaging **44 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Ability to read blueprints, ability to concentrate for long periods, knowledge of AutoCAD applications, knowledge of trigonometry and geometry, possession of visual acuity, ability to identify and distinguish colors.

Important: Knowledge of spreadsheet applications, and ability to operate in an 3-D rendering Windows environment.

BASIC SKILLS

Very Important: Basic and advanced math skills, keyboarding skills, ability to read and follow instructions, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Oral communication skills, and ability to sit continuously for 2 or more hours.

COMPUTER SKILLS

All employers surveyed sought word processing software skills, and almost all sought spreadsheet software skills.

FRINGE BENEFITS

<u>BENEFITS</u>	<u>FT</u>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	93%
Life Insurance:	93%
Paid Sick Leave:	100%
Paid Vacation:	100%
Retirement Plan:	67%
Child Care:	0%

PRINCIPAL EMPLOYING INDUSTRIES

<u>Industry</u>	<u>Percent</u>	<u>SIC</u>
• Information not available		

COMPUTER AIDED DESIGN TECHNICIANS

SUPPLY & DEMAND

Employers surveyed report it is *somewhat difficult* finding fully experienced and qualified applicants, and *a little difficult* finding inexperienced applicants. *New positions* accounted for *many* new job opportunities created in the past year. *Most* employers report employment in this occupation to have *grown* in the past year, and expect continued *growth* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** use *employee referrals*.
- **Many** use *newspaper ads.*, *private employment agencies*, and other recruitment methods, such as, *open hose*, *job fares*, and the *Internet website*.

Almost all employers surveyed promote Computer Aided Design Technicians to higher level positions such as:

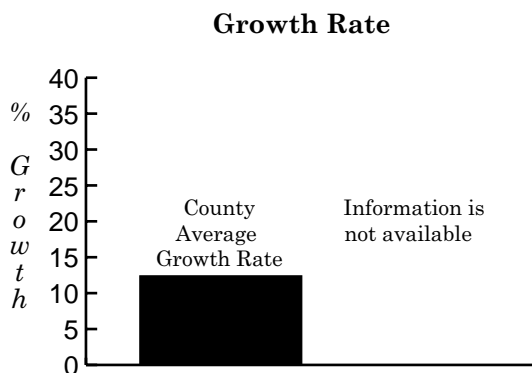
- Higher Levels within the classification
- Lead
- Supervisor
- Manager

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Computer Aided Design Technicians have a Bachelor's degree, while some have an A.A degree.

Many employers require related previous work experience averaging 2 years. **Most** employers are sometimes willing to substitute training for work experience.

SIZE & GROWTH



Projections period 1994-2001

- Information not available

TRAINING PROVIDERS

- Computer Training Academy
- Central County Occupational Center (CCOC)
- Copper Connection
- De Anza College
- Institute for Business Technology
- Mission College
- MOS Drafting Institute
- North County Regional Occupational Program
- On Line Design
- Santa Clara County Regional Occupational Program - South (ROP)
- Silicon Artists
- Silicon Drafting Institute

OTHER INFORMATION

California Occupational Guide No.: NA

Screening Devices: Reference check.

DESKTOP PUBLISHING - GRAPHIC DESIGNER

(DOT: 979.382-999)

Desktop Publishing - Graphic Designers use desktop publishing software to lay out pages, select size and style of type, and enter text and graphics into computer to produce printed materials, such as advertisement, brochures, newsletters, and forms, applying knowledge of graphic arts techniques and typesetting.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$7.00-\$13.50	\$10.00
Experienced/New to the Firm:	\$9.00-\$21.50	\$14.00
3+ Yrs. Experience with Firm:	\$10.00-\$37.00	\$18.00

W O R K P A T T E R N S

Almost all Desktop Publishing - Graphic Designers surveyed work full time averaging **42 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Graphic arts skills and ability to use graphics software, ability to use desktop publishing software, ability to meet deadlines, imagination and creativity, possession of good color perception, and layout and detail skills.

Important: Ability to submit portfolio and interview others for information.

BASIC SKILLS

Very Important: Ability to read and follow instructions, English grammar and spelling skills, ability to work under pressure, attention to detail, ability to work independently as well as part of team, and ability to sit continuously for 2 or more hours.

Important: Keyboarding, basic math skills, and oral communication skills.

COMPUTER SKILLS

All employers sought desktop publishing software skills, such as QuarkExpress, Photoshop, Pagemaker, and Adobe Illustrator. **Many** also sought word processing software skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>93%</i>
<i>Dental Insurance:</i>	<i>87%</i>
<i>Vision Insurance:</i>	<i>47%</i>
<i>Life Insurance:</i>	<i>80%</i>
<i>Paid Sick Leave:</i>	<i>47%</i>
<i>Paid Vacation:</i>	<i>67%</i>
<i>Retirement Plan:</i>	<i>73%</i>
<i>Child Care:</i>	<i>0%</i>

PRINCIPAL EMPLOYING INDUSTRIES

Industry *Percent* *SIC*

• Information not Available

DESKTOP PUBLISHING - GRAPHIC DESIGNER

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding fully experienced and qualified applicants and *a little difficult* finding inexperienced applicants. *New positions* accounted for many new job opportunities created in the past year, *some* were also created due to turn-over. *Most* employers expect employment in this occupation to *grow* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *employee referrals*.
- **Most** used *newspapers ads*.

Most employers surveyed promote Computer Aided Design Technicians to higher level positions such as:

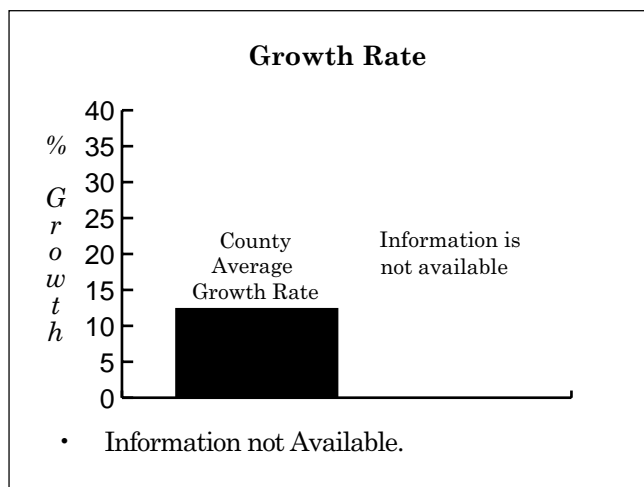
- Supervisor
- Manager

EDUCATION, TRAINING & EXPERIENCE

Many recently hired Desktop Publishing - Graphic Designers have some college but no degree, **some** have either a Bachelor's or an A.A degree.

Most employers surveyed always require an average work experience of 2 years in Desktop Publishing / Graphic Design. **Most** employers are willing to substitute training for work experience. Certificate in Desktop Publishing is acceptable along with internship experience of 12-24 months.

SIZE & GROWTH



TRAINING PROVIDERS

- California College of Communications
- Career Dynamics International
- Central County Occupational Center (CCOC)
- Center for Employment Training
- Center for Training and Careers, Inc.
- Computer Training Consultants
- De Anza College
- Evergreen Valley College
- Foothill College
- Gavilan College
- Institute for Computer Technology
- Mission College
- North County Regional Occupational Program
- On - Line Design
- Pacific Western Career
- Santa Clara County Regional Occupational Program - South (ROP)
- San Jose Computer Academy
- West Valley College

OTHER INFORMATION

California Occupational Guide No.: NA

Screening Devices: Drug testing.

EMPLOYMENT INTERVIEWERS - PRIVATE OR PUBLIC EMPLOYMENT SERVICE (OES: 215080)

Employment interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$10.75-\$16.75	\$13.90
Experienced/New to the Firm:	\$10.75-\$38.25	\$16.79
3+ Yrs. Experience with Firm:	\$11.50-\$41.75	\$21.87

**Employment Interviewers working for Employment Agencies receive commission based on the number of job placements in addition to their salary.*

W O R K P A T T E R N S

Almost all Employment Interviewers surveyed work full time averaging **41 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Personnel interviewing skills, tactfulness, customer service skills, ability to apply sales techniques, record keeping skills, telephone sales techniques, knowledge of personnel classification procedures, and personnel recruiting skills.

Important: Knowledge of EEO and affirmative action programs and guidelines.

BASIC SKILLS

Very Important: Oral communication skills, ability to read and follow instructions, English grammar and spelling skills, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Keyboarding skills, and ability to sit continuously for 2 or more hours.

COMPUTER SKILLS

Almost all employers sought word processing software skills, and most employers sought database and spreadsheet software skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>100%</i>
<i>Dental Insurance:</i>	<i>93%</i>
<i>Vision Insurance:</i>	<i>36%</i>
<i>Life Insurance:</i>	<i>86%</i>
<i>Paid Sick Leave:</i>	<i>93%</i>
<i>Paid Vacation:</i>	<i>93%</i>
<i>Retirement Plan:</i>	<i>71%</i>
<i>Child Care:</i>	<i>0%</i>

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Help Supply Services	59.6%	7363
• Computer Related Services	13.1%	7379

EMPLOYMENT INTERVIEWERS - PRIVATE OR PUBLIC EMPLOYMENT SERVICE

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding fully experienced and qualified applicants, and *a little difficult* finding inexperienced applicants. *Turnover* accounted for *many* new job opportunities created in the past year, *some* were also due to *new positions* being created. *Almost all* employers surveyed report employment in this occupation to *grow* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** use *employee referrals*.
- **Many** use *newspaper ads*.

All employers surveyed promote Employment Interviewers to higher level positions such as:

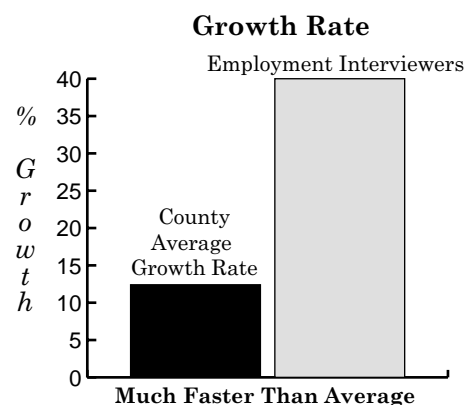
- Human Resources Assistant
- Human Resources Specialist
- Senior Human Resources Positions
- Management

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Employment Interviewers have a Bachelor's degree, **some** have college but no degree.

Many employers require previous work experience averaging 2 years in the field of recruitment. Many employers are willing to substitute training for work experience.

SIZE & GROWTH



Projections period 1994-2001

- **Occupational Size:** Small (450)
- **Projected New Jobs:** 180
- **Openings Due to Separations:** 70

TRAINING PROVIDERS

- Training specific to this occupation is not available. Human Resources would be the related area of training.
- Golden Gate University
- San Jose State University, Continuing Education
- University of California, Santa Cruz Extension

OTHER INFORMATION

California Occupational Guide No.: 38

Screening Devices: Reference check, and background check.

HEATING, AIR CONDITIONING AND REFRIGERATION MECHANICS AND INSTALLERS (OES: 859020)



Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tool. They may also install and repair cooling and central air conditioning systems.

W A G E I N F O R M A T I O N

	<u>Union</u>	<u>Median</u>	<u>Non-Union</u>	<u>Median</u>
Entry Level/No Experience:	\$10.00-\$15.50	\$14.00	\$7.00-\$12.00	\$9.00
Experienced/New to the Firm:	\$17.75-\$45.00	\$21.30	\$12.00-18.00	\$15.00
3+ Yrs. Experience with Firm:	\$22.50-\$45.00	\$35.00	\$16.00-37.00	\$18.00

W O R K P A T T E R N S

Most Heating, Air Conditioning and Refrigeration Mechanics and Installer surveyed work full time averaging **40 hours** per week and belong to a union.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Important: Ability to read blueprints, sheet metal working skills, plumbing and pipefitting skills, soldering skills, welding skills, possession of a good DMV driving record, ability to provide own hand tools, and customer service skills.

BASIC SKILLS

Very Important: Basic math skills, ability to read and follow instructions, ability to work independently as well as part of a team, attention to detail, and ability to lift at least 10-50 lbs.

Important: Oral communication skills, ability to work under pressure, ability to do strenuous, physically demanding work, and ability to stand continuously for 2 or more hours.

F R I N G E B E N E F I T S

BENEFITS

FT

Medical Insurance:	100%
Dental Insurance:	81%
Vision Insurance:	38%
Life Insurance:	19%
Paid Sick Leave:	31%
Paid Vacation:	75%
Retirement Plan:	88%
Child Care:	0%

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Plumbing, Heating Air-Conditioning	63.7%	1711
• Gas & Other Services Combined	12.2%	4932

HEATING, AIR CONDITIONING AND REFRIGERATION MECHANICS AND INSTALLERS

SUPPLY & DEMAND

Employers surveyed report it to be *somewhat difficult* finding fully experienced and qualified applicants, and a *little difficult* finding inexperienced applicants. *New positions* accounted for *many* new job opportunities in the past year, *some* were also because of *temporary hiring*. *Most* employers surveyed report employment in this occupation to have *grown* in the last year and expect continued *growth* over the next three years due to a strong economy and increase in new construction.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **All** employers that have union employees have to recruit from the *union hall*.
- **Many** employers used *newspaper ads*.

The typical career ladder for a Heating, Air Conditioning, and Refrigeration Mechanics and Installers is as follows:

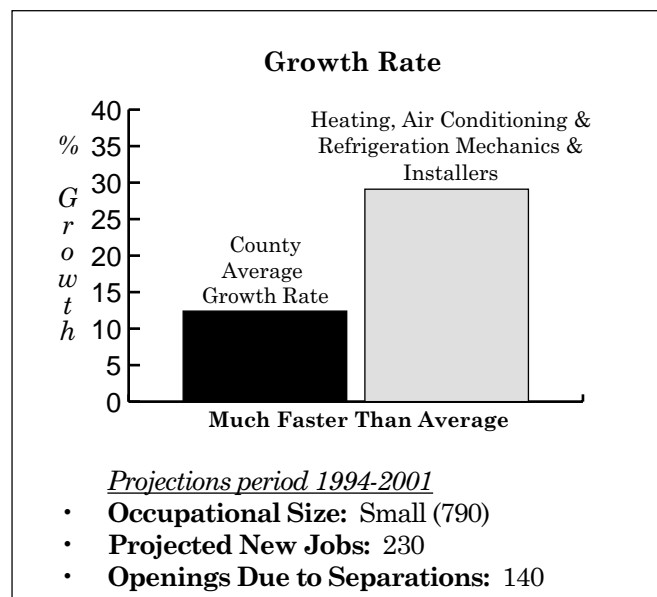
- Apprentice
- Journey level
- Supervisor

EDUCATION, TRAINING & EXPERIENCE

Almost all Heating, Air Conditioning, and Refrigeration Mechanics and Installers surveyed had at least a high school diploma or equivalent.

Typical training in this field is through an apprenticeship program. An apprenticeship program includes full-time work, on-the-job training and job related classroom instruction. Regular apprenticeship programs are four years in length and lead to a journey-level status. Apprentice applicants must be 18 years old and have a high school diploma or equivalent. Apprenticeship programs are usually offered through the local machinist union.

SIZE & GROWTH



TRAINING PROVIDERS

- Central County Occupational Center (CCOC)
- Institute for Business and Technology
- San Jose City College

OTHER INFORMATION

California Occupational Guide No.: 32

Screening Devices: Drug testing, and DMV check.

HOTEL DESK CLERKS

(OES: 538080)

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements and collection payments from departing guests.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$5.00-\$9.00	\$8.00
Experienced/New to the Firm:	\$6.00-\$10.50	\$8.00
3+ Yrs. Experience with Firm:	\$7.00-\$14.00	\$9.97

W O R K P A T T E R N S

Most Hotel Desk Clerks surveyed work full time averaging **40 hours** per week, **some** work part time averaging **22 hours** per week. **Some** employees surveyed belong to a union. Employees may work on rotating shifts, which may also include Sunday and holidays.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Customer service skills, good grooming skills, and cash handling skills.

Important: Ability to follow billing procedures.

BASIC SKILLS

Very Important: Basic math skills, keyboarding skills, oral communication skills, ability to read and follow instructions, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Writing skills, English grammar and spelling skills, and ability to stand continuously for 2 or more hours.

COMPUTER SKILLS

Many employers surveyed sought database software skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>93%</i>
<i>Dental Insurance:</i>	<i>87%</i>
<i>Vision Insurance:</i>	<i>67%</i>
<i>Life Insurance:</i>	<i>73%</i>
<i>Paid Sick Leave:</i>	<i>67%</i>
<i>Paid Vacation:</i>	<i>80%</i>
<i>Retirement Plan:</i>	<i>33%</i>
<i>Child Care:</i>	<i>0%</i>

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Hotel & Motel	99.6%	7011

HOTEL DESK CLERKS

SUPPLY & DEMAND

Employers surveyed report it to be *somewhat difficult* finding both fully experienced and qualified applicants as well as inexperienced applicants. *Turnover* accounted for *many* new job opportunities in the past year, *some* were also due to *new positions*. *Many* employers surveyed report employment in this occupation to have *grown* in the past year and expect continued *growth* over the next three years due to higher occupancy rates and increased business.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *employee referrals*, and *newspaper ads*.
- **Most** use *in-house promotions and transfers*.

Almost all employers surveyed promote Hotel Desk Clerks to higher level positions such as:

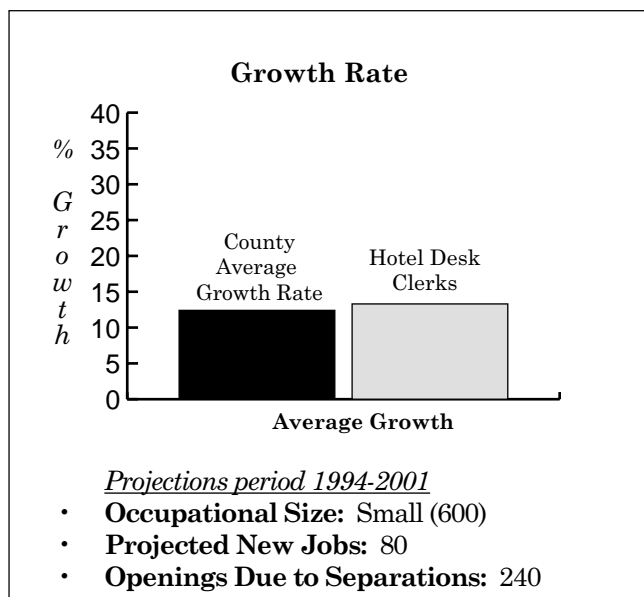
- Front Office Supervisor
- Assistant Manager
- Department Manager
- Sales Manager or Hotel Manager

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Hotel Desk Clerks have some college but no degree, some have a high school diploma or equivalent.

Many employers usually require previous work experience in sales, customer service or reservations averaging one year. **Many** employers are usually willing to substitute training for work experience.

SIZE & GROWTH



TRAINING PROVIDERS

- Central County Occupational Center (CCOC)
- Mission College
- North County Regional Occupational Program
- Santa Clara County Regional Occupational Program - South (ROP)
- Institute for Business and Technology

OTHER INFORMATION

California Occupational Guide No.: 7

Screening Devices: Drug testing, and background check.

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS (OES: 670050)

Janitors and Cleaners keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk.

W A G E I N F O R M A T I O N

	<u>Union</u>	<u>Median</u>	<u>Non-Union</u>	<u>Median</u>
Entry Level/No Experience:	\$6.50-\$11.75	\$7.48	\$5.50-\$7.00	\$6.00
Experienced/New to the Firm:	\$7.50-\$13.25	\$8.00	\$6.00-\$9.00	\$6.25
3+ Yrs. Experience with Firm:	\$8.50-\$14.25	\$9.50	\$6.25-\$10.00	\$7.56

W O R K P A T T E R N S

Almost all Janitors surveyed work full time averaging **40 hours** per week. **Some** employees surveyed belong to a union.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Understanding of cleaning compounds and solutions.

Important: Possession of a valid driver's license.

BASIC SKILLS

Very Important: Oral communication skills, ability to work independently as well as part of a team, attention to detail, ability to lift at least 10 lbs., and ability to stand continuously for 2 or more hours.

Important: Ability to read and follow instructions.

FRINGE BENEFITS

BENEFITS

FT

<i>Medical Insurance:</i>	<i>73%</i>
<i>Dental Insurance:</i>	<i>53%</i>
<i>Vision Insurance:</i>	<i>20%</i>
<i>Life Insurance:</i>	<i>27%</i>
<i>Paid Sick Leave:</i>	<i>67%</i>
<i>Paid Vacation:</i>	<i>93%</i>
<i>Retirement Plan:</i>	<i>40%</i>
<i>Child Care:</i>	<i>0%</i>

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Building Maintenance Services	55.7%	7349
• Elementary & Secondary Schools	9.4%	8211

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

S U P P L Y & D E M A N D

Employers surveyed report it to be *somewhat difficult* finding applicants who are fully qualified and experienced and a *little difficult* finding inexperienced applicants. *Turnover* accounted for *many* new job openings created in the past year, *some* were also due to *new positions*. *Almost all* employers surveyed report employment in this occupation to *grow* over the next three years due to *growth* in area businesses.

H I R I N G & P R O M O T I N G P R A C T I C E S

Employers reported using the following methods for recruiting employees:

- ***Almost all*** use *employee referrals*.
- ***Most*** use *newspaper ads*.
- ***Many*** use the *Employment Development Dept.*.

Most employers surveyed promote Janitors and Cleaners to higher level positions such as:

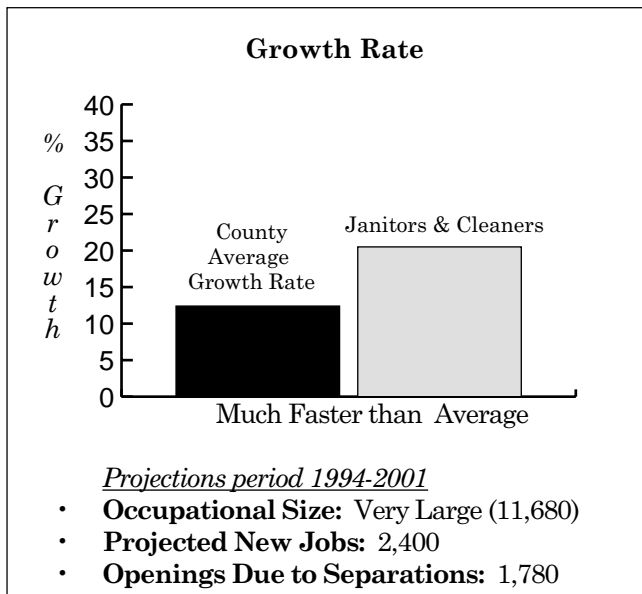
- Maintenance / Facility Repair
- Lead
- Supervisor

E D U C A T I O N , T R A I N I N G & E X P E R I E N C E

Most recently hired Janitors and Cleaners have a high school diploma or equivalent, some have less than high school education.

Most employers ***sometimes*** require previous work experience in custodian, janitorial, or maintenance field averaging one year. ***Many*** employers report training in this occupation to be on-the-job or vocational training.

S I Z E & G R O W T H



T R A I N I N G P R O V I D E R S

- Center for Employment Training
- San Jose City College

O T H E R I N F O R M A T I O N

California Occupational Guide No.: 5-D

Screening Devices: Background check, DMV check, and drug testing.

LICENSED VOCATIONAL NURSES

(OES: 325050)

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospital, clinics, private homes, sanitariums, and similar institutions.

W A G E I N F O R M A T I O N

	<u>Union</u>	<u>Median</u>	<u>Non-Union</u>	<u>Median</u>
Entry Level/No Experience:	\$10.25-\$14.00	\$12.23	\$7.00-\$15.00	\$13.00
Experienced/New to the Firm:	\$11.50-\$18.00	\$15.00	\$8.00-\$7.00	\$14.75
3+ Yrs. Experience with Firm:	\$12.50-\$22.00	\$15.50	\$9.50-\$21.00	\$16.00

W O R K P A T T E R N S

Most Licensed Vocational Nurses surveyed work full time averaging **37 hours** per week, **few** work part time or on a temporary / on-call basis averaging **28 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Knowledge of medical terminology, ability to take vital signs, ability to handle crisis situations, ability to detect complications in patients, ability to follow laboratory procedures, ability to administer injections, record keeping skills, and understanding of various cultures.

Important: Understanding of asepsis, and ability to apply transferring techniques moving patients.

BASIC SKILLS

Very Important: Oral communication skills, ability to read and follow instructions, ability to work independently as well as part of a team, ability to work under pressure, attention to detail, and ability to lift at least 10 lbs.

Important: Basic math skills, keyboarding skills, English grammar and spelling skills, and ability to stand continuously for 2 or more hours.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	94%
<i>Dental Insurance:</i>	88%
<i>Vision Insurance:</i>	56%
<i>Life Insurance:</i>	69%
<i>Paid Sick Leave:</i>	81%
<i>Paid Vacation:</i>	88%
<i>Retirement Plan:</i>	56%
<i>Child Care:</i>	0%

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Skilled Nursing Care Facilities	23.2%	8051
• Offices & Clinics of Medical Doctors	18.8%	8011
• Help Supply Services	16.5%	7363
• General Medical & Surgical Hospital	16.1%	8062

LICENSED VOCATIONAL NURSES

SUPPLY & DEMAND

Employers surveyed report it to be *somewhat difficult* finding applicants who are fully experienced and qualified, and *a little difficult* finding inexperienced applicants. *Turnover* accounted for *many* new job opportunities created in the past year *some* were also due to *new positions*. *Most* employers report employment in this occupation to *grow* over the next three years which is contrary to the projections. The health care industry is going through restructuring as a result of which LVN's are taking on duties that were previously performed by R.N's.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** used *newspaper ads*, and *employee referrals*.
- **Some** used *in-house promotion or transfer*, and *public school or program referrals*.

Most employers surveyed do not promote Licensed Vocational Nurses to higher level positions. **Some** employers promote to higher level positions such as:

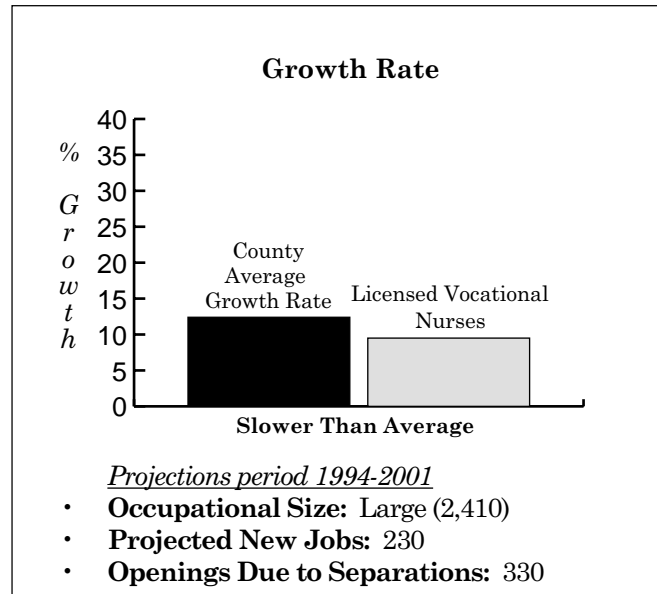
- Registered Nurse
- Nursing Supervisor
- Administrator
- Clinical Coordinator

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Licensed Vocational Nurses have a high school diploma or equivalent. A state license is required which is issued by the California Board of Vocational Nurses and Psychiatric Technician Examiners. To qualify for license an applicant must be 17 years old, have graduated from a state approved school of vocational nursing, and pass the licensing exam.

Most employers always require an average of one year of previous work experience in a health care setting working as a CNA, LVN, or as an acute care Nursing Assistant. **Many** employers are not willing to substitute training for work experience.

SIZE & GROWTH



TRAINING PROVIDERS

- Gavilan College
- Mission College

OTHER INFORMATION

California Occupational Guide No.: 13

Screening Devices: Medical physicals, and reference check.

MACHINISTS

(OES: 891080)



Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$6.00-\$15.00	\$7.00
Experienced/New to the Firm:	\$8.00-\$20.00	\$12.00
3+ Yrs. Experience with Firm:	\$10.00-\$30.00	\$18.00

W O R K P A T T E R N S

All Machinists surveyed work full time averaging **43 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Ability to use precision tools, ability to perform precision work, shop math skills, ability to read blueprints, ability to use hand tools, ability to operate computer numerically operated machines.

Important: Ability to provide own hand tools.

BASIC SKILLS

Very Important: Basic math skills, ability to work independently as well as part of a team, attention to detail, and ability to stand continuously for 2 or more hours.

Important: Advanced math skills, oral communication skills, ability to work as part of a team, attention to detail, and ability to lift at least 10 lbs.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>100%</i>
<i>Dental Insurance:</i>	<i>88%</i>
<i>Vision Insurance:</i>	<i>18%</i>
<i>Life Insurance:</i>	<i>24%</i>
<i>Paid Sick Leave:</i>	<i>47%</i>
<i>Paid Vacation:</i>	<i>94%</i>
<i>Retirement Plan:</i>	<i>65%</i>
<i>Child Care:</i>	<i>0%</i>

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Industrial Machinery	44.7%	3599
• Electronic Components	5.9%	3679

MACHINISTS

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding applicants who are fully experienced and qualified, and *a little difficult* finding inexperienced applicants. *New positions* and *turnover* accounted for *many* new job opportunities created in this occupation. *Most* employers surveyed report employment in this occupation to have *grown* in the past year, but seem to be split in their opinion of *growth* in the next three years. 53% report growth, while 47% report it to remain stable.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** employers use *newspaper ads*.
- **Many** use employers use *employee referrals*.

Most employers surveyed promote Machinists to higher level positions such as:

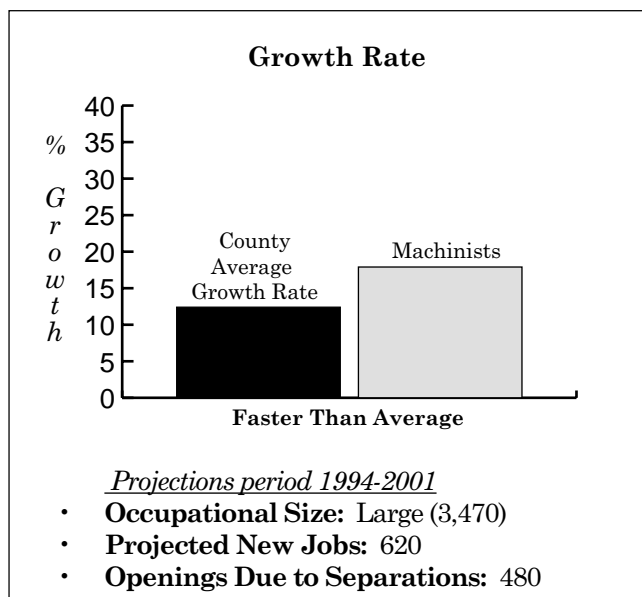
- CNC setup
- CNC programmer
- Supervisor

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Machinists have a high school diploma or equivalent. Typical training for a Machinist is completion of an apprenticeship program which include full time work, on-the-job training and job related classroom instruction. Most apprenticeship programs are four years and lead to a journey-level status. Entrance into an apprenticeship program requires applicants to be at least 18 years old and have a high school diploma or equivalent.

Many employers require previous work experience and are sometimes willing to substitute training for work experience.

SIZE & GROWTH



TRAINING PROVIDERS

- Center for Employment Training
- Central County Occupational Center (CCOC)
- De Anza College
- National Tooling and Machining Association Training Center

OTHER INFORMATION

California Occupational Guide No.: 5-C

Screening Devices: Drug testing, and reading, math, aptitude assessment testing.

Skills/Qualifications in Short Supply: CNC Programming, welding, journeyman machinist.

MEDICAL RECORDS TECHNICIANS

(OES: 329110)

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$5.25-\$9.00	\$7.93
Experienced/New to the Firm:	\$8.00-\$15.00	\$9.00
3+ Yrs. Experience with Firm:	\$9.00-\$17.00	\$10.54

W O R K P A T T E R N S

Almost all Medical Records Technicians surveyed work full time averaging **40 hours** per week, **few** also work part time averaging **21 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB-SPECIFIC SKILLS

Very Important: Ability to follow medical records control procedures, knowledge of medical terminology, and alphabetic and numeric filing skills.

BASIC SKILLS

Very Important: Oral communication skills, ability to read and follow instructions, ability to work independently as well as part of a team, attention to detail, and ability to work under pressure.

Important: English grammar and spelling skills, and ability to sit continuously for 2 or more hours.

COMPUTER SKILLS

Most employers sought word processing skills, **some** also sought database skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>93%</i>
<i>Dental Insurance:</i>	<i>93%</i>
<i>Vision Insurance:</i>	<i>71%</i>
<i>Life Insurance:</i>	<i>64%</i>
<i>Paid Sick Leave:</i>	<i>93%</i>
<i>Paid Vacation:</i>	<i>93%</i>
<i>Retirement Plan:</i>	<i>71%</i>
<i>Child Care:</i>	<i>7%</i>

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Offices & Clinics of Medical Doctor	31.8%	8011
• General Medical & Surgical Hospital	30.6%	8062
• Skilled Nursing	18.9%	8051

MEDICAL RECORDS TECHNICIANS

SUPPLY & DEMAND

Employers report it to be *a little difficult* finding applicants that are both fully experienced and qualified as well as inexperienced applicants. *Turnover* accounted for *many* new job opportunities in the past year, *some* were also due to *new positions* created. *Almost all* employers report employment in this occupation to have *remained stable* in the past year. *Many* also report employment in this occupation to *remain stable* over the next three years, which is contrary to projections.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *newspaper ads*.
- **Many** used *employee referrals* and *in-house promotion* or *transfer*.

Most employers surveyed promote Medical Records Technicians to higher level positions such as:

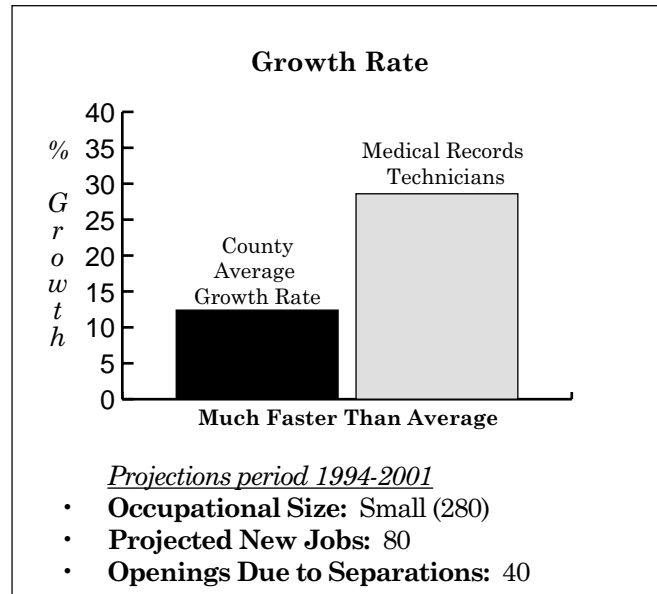
- Higher Levels within Medical Records
- Accredited Records Technician
- Registered Records Administrators

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Medical Records Technicians have a high school diploma or equivalent. Medical Record Coders typically have a one year certificate, Medical Records Technicians need an A.A degree. Graduates are eligible to take the test given by the American Health Information Management Association (AHIMA) to be certified as Accredited Records Technician (ART). The state requires certification only for those who actually manage medical records departments.

Many employers surveyed are willing to substitute training for work experience.

SIZE & GROWTH



TRAINING PROVIDERS

- California College of Communications
- Central County Occupational Center (CCOC)
- De Anza College
- E.S.O.
- Heald College of Business
- Institute for Business and Technology
- North County Regional Occupational Program
- Pacific Western Center
- Santa Clara County Regional Occupational Program - South (ROP)
- WestMed Training

OTHER INFORMATION

California Occupational Guide No.: 134

Screening Devices: Medical physicals, reading, math, and aptitude assessment testing.

OCCUPATIONAL THERAPISTS

(OES: 323050)

Occupational Therapists plan, organize, and participate in a medically oriented occupational programs in hospitals or similar institutions to rehabilitate patients who are physically or mentally ill.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$10.00-\$22.00	\$20.07
Experienced/New to the Firm:	\$16.25-\$25.00	\$23.01
3+ Yrs. Experience with Firm:	\$23.50-\$28.75	\$26.38

W O R K P A T T E R N S

Most Occupational Therapists surveyed work full time averaging **40 hours** per week, **some** work on a per diem basis averaging **27 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Possession of emotional stability, imagination and creativity, record keeping skills, empathic, ability to exercise patients, and ability to plan and organize the work of others.

Important: Knowledge of geriatrics.

BASIC SKILLS

Very Important: Oral communication skills, writing skills, English grammar and spelling skills, ability to read and follow instructions, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Ability to lift at least 10-50 lbs., ability to do strenuous, physically demanding work, and ability to stand continuously for 2 or more hours.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>100%</i>
<i>Dental Insurance:</i>	<i>83%</i>
<i>Vision Insurance:</i>	<i>58%</i>
<i>Life Insurance:</i>	<i>92%</i>
<i>Paid Sick Leave:</i>	<i>83%</i>
<i>Paid Vacation:</i>	<i>100%</i>
<i>Retirement Plan:</i>	<i>75%</i>
<i>Child Care:</i>	<i>8%</i>

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• General Medical & Surgical Hospital	34.6%	8062
• Office of Health Practitioners	22.1%	8049
• Specialty Hospital Except Psychiatric	21.7%	8069

OCCUPATIONAL THERAPISTS

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding applicants who are fully experienced and qualified, and *a little difficult* finding inexperienced applicants. *New positions* accounted for *most* new job opportunities created in the past year. *Most* employers report employment in this occupation to have *grown* in the past year, and *almost all* report continued *growth* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** used *newspaper ads*.
- **Many** used *public school or program referrals, employee referrals, and other sources such as professional associations, ads in professional journals, and internships*.

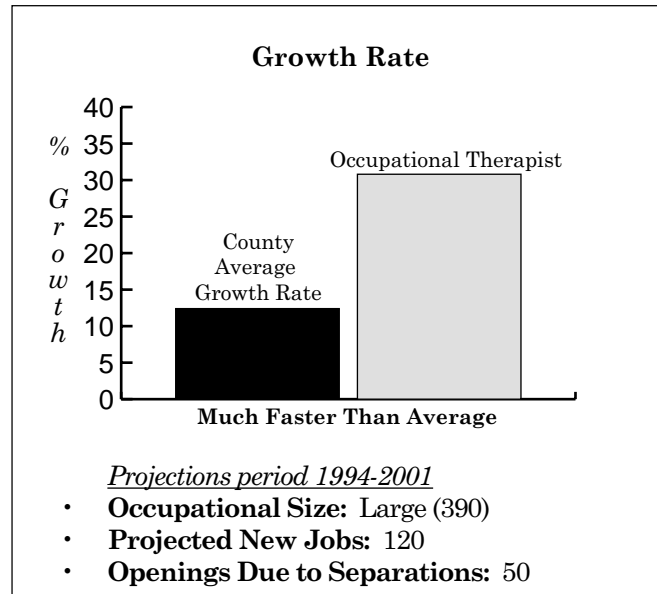
Most employers surveyed promote Occupational Therapist higher level positions. Promotional opportunities depends largely on the place of employment. In large health facilities, therapists may be promoted to supervisory positions. Opportunities for advancement to administrative and supervisory positions are better for those therapists with a Master's degree. **Many** therapists, after gaining experience may decide to go into private practice or consulting.

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Occupational Therapists have a Bachelor's degree. Occupational Therapists in California must be registered with the American Occupational Therapy Certificate Board (AOTCB). Therapists must complete a four-year training program accredited by the Accreditation Council for Occupational Therapy Education, have six to nine months of supervised clinical work in a hospital or similar setting, and pass the examination given by AOTCB.

Many employers surveyed are *sometimes* willing to accept training as a substitute for work experience.

SIZE & GROWTH



TRAINING PROVIDERS

- San Jose State University

OTHER INFORMATION

California Occupational Guide No.: 143

Screening Devices: Medical Physicals.

Skills/Qualifications in Short Supply: Pediatric experience, advanced manual skills, and continuing education.

OFFICE EQUIPMENT INSTALLERS AND REPAIRERS (DOT: 633.281-999)



Office Equipment Installers and Repairers, install and repair office equipment such as copiers and fax machines. They operate equipment to test and locate cause of trouble. They disassemble the machine to check for wear and/or defects. They repair, adjust or replace parts, and give instructions in operations and care of equipment to operators.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$7.00-\$10.50	\$9.79
Experienced/New to the Firm:	\$10.00-\$15.00	\$11.99
3+ Yrs. Experience with Firm:	\$11.50-\$43.00	\$15.50

W O R K P A T T E R N S

Almost all Office Equipment Installers and Repairers surveyed work full time averaging **40 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Problem solving skills, manual dexterity, mechanical ability, possession of a valid driver's license, customer service skills, knowledge of electronic testing equipment, and knowledge of electronic circuitry.

BASIC SKILLS

Very Important: Oral communication skills, ability to read and follow instructions, ability to work independently as well as part of a team, ability to work under pressure, attention to detail, and ability to lift at least 10 lbs.

Important: Basic Math skills, writing skills, English grammar and spelling skills, ability to lift at least 50 lbs., and ability to stand continuously for 2 or more hours.

New Skills: Employers report networking skills, and digital technology as emerging skills for this occupation.

FRINGE BENEFITS

<u>BENEFITS</u>	<u>FT</u>
Medical Insurance:	100%
Dental Insurance:	77%
Vision Insurance:	46%
Life Insurance:	46%
Paid Sick Leave:	54%
Paid Vacation:	77%
Retirement Plan:	54%
Child Care:	0%

PRINCIPAL EMPLOYING INDUSTRIES

<u>Industry</u>	<u>Percent</u>	<u>SIC</u>
• Information not Available		

OFFICE EQUIPMENT INSTALLERS AND REPAIRERS

SUPPLY & DEMAND

Employers surveyed find it to be *somewhat difficult* finding applicants who are fully experienced and qualified, and *a little difficult* finding inexperienced applicants. *New positions* accounted for most of the new job opportunities created in the past year. *Most* employers report employment in this occupation to have *grown* in the past year and expect continued *growth* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *newspaper ads* to recruit.
- **Most** used *employee referrals*.

Almost all employers surveyed promote Office Equipment Installers and Repairers to higher level positions such as:

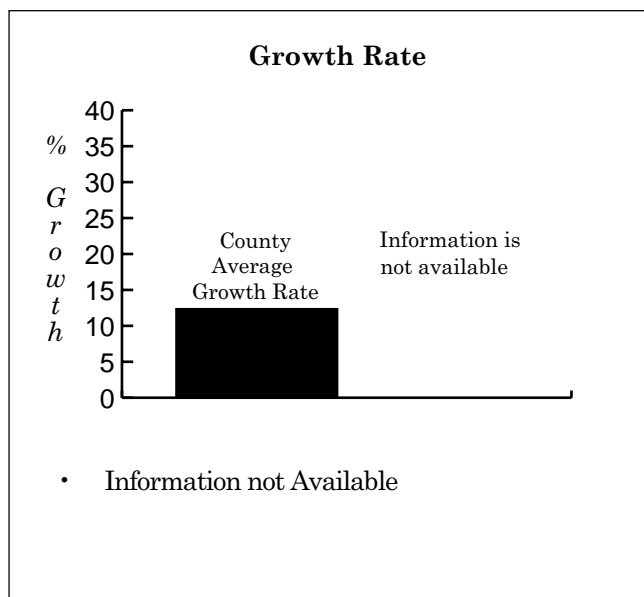
- Senior Technician
- Service Manager
- Supervisor

EDUCATION, TRAINING & EXPERIENCE

Many recently hired Office Equipment Installers and Repairers have a high school diploma or equivalent. **Some** have college but no degree or they have an A.A degree.

Many employers always require previous work experience in copier repair or office equipment repair averaging two years.

SIZE & GROWTH



TRAINING PROVIDERS

- Training specific to this occupation is not available. Training in Computer Repair Technician or Electronic Technician would be related areas of training.

OTHER INFORMATION

California Occupational Guide No.: 405

Screening Devices: DMV checks.

ORDER CLERKS - MATERIALS, MERCHANDISE, AND SERVICE (OES: 553230)

Order Clerks receive and process incoming orders for materials, merchandise, or service such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints. Does not include workers who dispatch as well as take orders for services.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$7.00-\$14.50	\$8.00
Experienced/New to the Firm:	\$8.00-\$16.75	\$9.00
3+ Yrs. Experience with Firm:	\$9.00-\$21.50	\$13.00

W O R K P A T T E R N S

Almost all Order Clerks surveyed work full time averaging **40 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Ability to process orders for products or services, ability to accurately record and report information, ability to work priorities, understanding of inventory techniques, customer service skills.

Important: Alphabetic and numeric filing skills, and telephone answering skills.

BASIC SKILLS

Very Important: Basic math skills, oral communication skills, ability to read and follow instructions, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Keyboarding skills, writing skills, and English grammar and spelling skills.

COMPUTER SKILLS

Almost all employer sought word processing software skills, **most** also sought database software skills.

FRINGE BENEFITS

<u>BENEFITS</u>	<u>FT</u>
<i>Medical Insurance:</i>	100%
<i>Dental Insurance:</i>	87%
<i>Vision Insurance:</i>	47%
<i>Life Insurance:</i>	53%
<i>Paid Sick Leave:</i>	73%
<i>Paid Vacation:</i>	100%
<i>Retirement Plan:</i>	80%
<i>Child Care:</i>	0%

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Help Supply Services	12.9%	7363
• Instruments to Measure Electricity	9.4%	3825
• Electronic Computers	12.9%	3571

ORDER CLERKS - MATERIALS, MERCHANDISE, AND SERVICE

SUPPLY & DEMAND

Employers find it to be *a little difficult* finding both fully experienced and qualified applicants as well as inexperienced applicants. *New positions* accounted for *many* new job opportunities created in this occupation over the last year. *Turnover* also accounted for some of the new job opportunities. *Most* employers report employment in this occupation to have *remained stable* in the last year and expect continued *growth* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** used *newspaper ads* to recruit.
- **Many** used *employee referrals*.
- **Some** used *in-house promotions and transfers*.

Most employers surveyed promote Order Clerks to higher level positions such as:

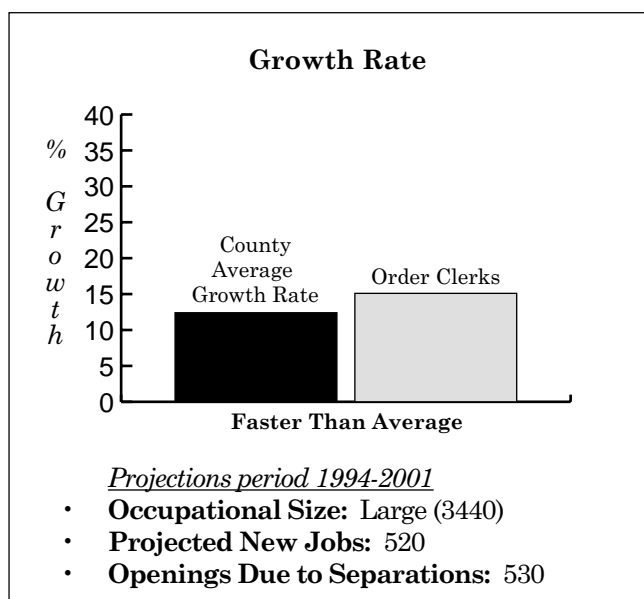
- Accounts Receivable
- Senior Clerk
- Account Manager

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Order Clerks have a high school diploma or equivalent. Employers report having computer skills is a plus.

Many employers will **usually** require previous work experience in either sales, customer service or in the clerical field, averaging one year. **Most** employers are willing to accept training as a substitute for experience.

SIZE & GROWTH



TRAINING PROVIDERS

- Center for Employment Training
- Institute for Career Development (Goodwill)

OTHER INFORMATION

California Occupational Guide No.: NA

Screening Devices: Background check, DMV check, and reference check.

PERSONNEL, TRAINING, AND LABOR RELATIONS SPECIALISTS (OES: 215110)

Personnel, Training, and Labor Relations Specialists conduct programs of recruitment, selection, placement, training, promotion, welfare, safety, compensation, or separation of employees. They may specialize in specific areas such as labor-management relations, counseling, job analysis, position classification, training, or compensation. It does not include workers primarily involved in personnel research and in the administration of testing and counseling programs for which a background in psychology is required. It does not include employment interviewers in private or public employment agencies.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$8.50-\$15.00	\$12.27
Experienced/New to the Firm:	\$11.00-\$20.75	\$17.00
3+ Yrs. Experience with Firm:	\$13.00-\$25.75	\$19.00

W O R K P A T T E R N S

All Personnel, Training and Labor Relations Specialists surveyed work full time averaging **43 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Ability to manage an activity or department, understanding of labor laws, ability to explain and follow grievance procedures, knowledge of EEO & affirmative action programs & guidelines, knowledge of personnel classification procedures, and knowledge of OSHA safety standards.

Important: Understanding of labor relations practices, and understanding of Federal and State benefits regulations.

BASIC SKILLS

Very Important: Basic math skills, keyboarding skills, writing skills, oral communication skills, ability to read and follow instructions, English grammar and spelling skills, ability to work independently as well as part of a team, ability to work under pressure, attention to detail, and ability to sit continuously for 2 or more hours.

COMPUTER SKILLS

Almost all employers sought spreadsheet, word processing, and database software skills.

FRINGE BENEFITS

<u>BENEFITS</u>	<u>FT</u>
<i>Medical Insurance:</i>	100%
<i>Dental Insurance:</i>	100%
<i>Vision Insurance:</i>	82%
<i>Life Insurance:</i>	94%
<i>Paid Sick Leave:</i>	94%
<i>Paid Vacation:</i>	100%
<i>Retirement Plan:</i>	94%
<i>Child Care:</i>	0%

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Electronic Computers	12.9%	3571
• Business Services	8.0%	1389
• Guided Missiles and Space Vehicles	5.9%	3761
• Labor Organizations	4.5%	8631

PERSONNEL, TRAINING, AND LABOR RELATIONS SPECIALISTS

SUPPLY & DEMAND

Employers surveyed find it to be *somewhat difficult* finding applicants who are fully experienced and qualified, and *a little difficult* finding inexperienced applicants. *New positions* accounted for *most* new job opportunities created in the past year. *Most* employers report employment in this occupation to *grow* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** used employee referrals and *newspaper ads* to recruit.
- **Some** employers reported using other sources such as *Professional associations, the Internet and Job Fairs*.

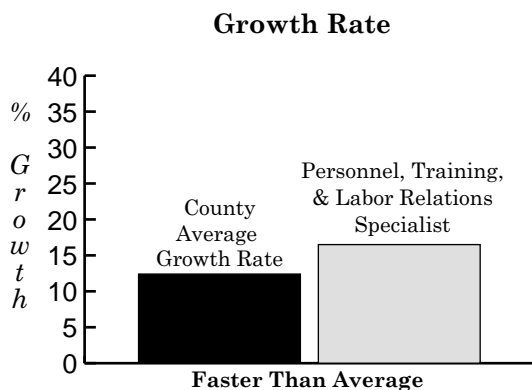
Almost all employers surveyed promote Personnel, Training, and Labor Relations Specialists to higher level positions such as:

- Higher levels within the classification
- Human Resources Supervisor
- Human Resources Manager

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Personnel, Training, and Labor Relations Specialists have a Bachelor's degree. Employers also prefer a Certification in Human Resources Management. Most employers always require previous work experience in the field of human resources averaging 3 years. **Many** employers are not willing to accept training for work experience.

SIZE & GROWTH



Projections period 1994-2001

- **Occupational Size:** Medium (2,370)
- **Projected New Jobs:** 390
- **Openings Due to Separations:** 330

TRAINING PROVIDERS

- Golden Gate University
- San Jose State University, Continuing Education
- University of California, Santa Cruz Extension

OTHER INFORMATION

California Occupational Guide No.: 135

Screening Devices: None

PHYSICAL THERAPISTS

(OES: 323080)

Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decreased or prevent deformity and crippling.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$19.25-\$25.00	\$20.71
Experienced/New to the Firm:	\$20.00-\$28.00	\$23.97
3+ Yrs. Experience with Firm:	\$21.50-\$32.00	\$26.95

W O R K P A T T E R N S

Most Physical Therapists surveyed work full time averaging **40 hours** per week, **some** also work on a per diem basis averaging **24 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Problem solving skills, manual dexterity, record keeping skills, and knowledge of sports medicine.

BASIC SKILLS

Very Important: Oral communications skills, writing skills, ability to read and follow instructions, and English grammar and spelling skills, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Ability to lift at least 10 lbs., ability to stand continuously for 2 or more hours, and ability to do strenuous, physically demanding work.

FRINGE BENEFITS

BENEFITS

FT

<i>Medical Insurance:</i>	93%
<i>Dental Insurance:</i>	80%
<i>Vision Insurance:</i>	53%
<i>Life Insurance:</i>	87%
<i>Paid Sick Leave:</i>	73%
<i>Paid Vacation:</i>	100%
<i>Retirement Plan:</i>	73%
<i>Child Care:</i>	0%

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Office of Health Practitioners	34.2%	8049
• General Medical & Surgical Hospital	21.9%	8062
• Specialty Hospitals Excluding Psychiatric	12.9%	8069
• Offices & Clinics of Medical Doctors	12.3%	8011

PHYSICAL THERAPISTS

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding applicants who are both fully experienced and qualified as well as inexperienced. *New positions* accounted for *many* new job opportunities that were created in the past year. *Most* employers expect employment in this occupation to *grow* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees

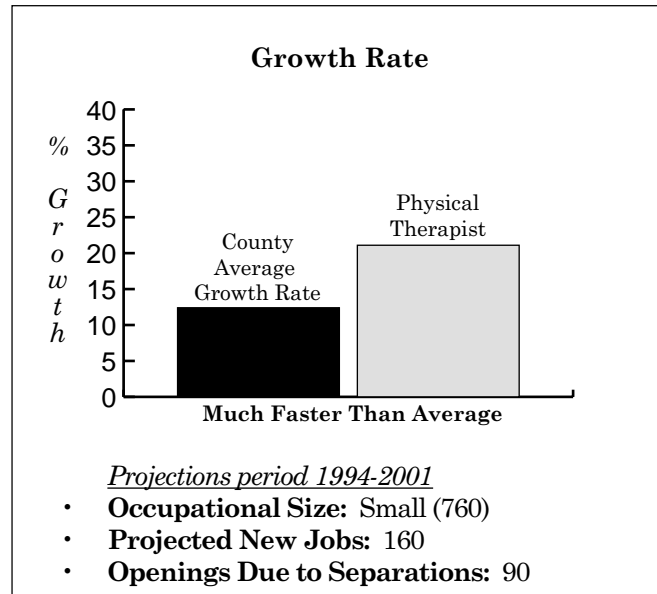
- **Most** used *newspaper ads, public school or program referrals, and other sources such as, professional associations, ads in professional journals, and internships.*
- **Many** used *employee referrals.*

Promotional avenues in the private sector are basically unstructured; advancement in government service requires access on promotional examinations. In both private and public sector, experience and ability are the keys to advancement. An advanced degree is sometimes a prerequisite for appointment to supervisory, administrative, teaching or research positions. Some therapists set up a private practice.

EDUCATION, TRAINING & EXPERIENCE

Most Physical Therapists surveyed have a Graduate degree, many have a Bachelor's degree. Physical Therapists in California are licensed by the Physical Therapy Examining Committee. They must have a Bachelor's degree and have graduated from a school of physical therapy approved by the American Medical Association. They must pass a written exam administered by the committee. Licenses must be renewed every two years.

SIZE & GROWTH



TRAINING PROVIDERS

- San Francisco State University

OTHER INFORMATION

California Occupational Guide No.: 117

Screening Devices: Medical physicals.

PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

(OES: 875020)



Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

W A G E I N F O R M A T I O N

	<u>Union</u>	<u>Median</u>	<u>Non-Union</u>	<u>Median</u>
Entry Level/No Experience:	\$8.00-\$15.50	\$12.71	\$7.50-\$17.00	\$11.00
Experienced/New to the Firm:	\$20.00-\$45.00	\$35.00	\$10.00-\$20.00	\$18.00
3+ Yrs. Experience with Firm:	\$25.00-\$45.00	\$36.50	\$13.00-\$25.00	\$21.00

W O R K P A T T E R N S

Almost all Plumbers, Pipefitters, and Steamfitters surveyed work full-time averaging **40 hours** a week, many also belong to a union.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Ability to use hand tools, pipefitting skills, possession of a valid driver's license, understanding of building codes, possession of a good DMV driving record, and customer service skills.

Important: Ability to read blueprints, and soldering skills.

BASIC SKILLS

Very Important: Basic math skills, Oral communication skills, ability to read and follow instructions, ability to work independently as well as part of a team, ability to work under pressure, attention to detail, ability to lift at least 10 to 50 lbs., and ability to do strenuous, physically demanding work.

Important: Ability to stand continuously for 2 or more hours.

FRINGE BENEFITS

BENEFITS

FT

<i>Medical Insurance:</i>	<i>100%</i>
<i>Dental Insurance:</i>	<i>94%</i>
<i>Vision Insurance:</i>	<i>81%</i>
<i>Life Insurance:</i>	<i>38%</i>
<i>Paid Sick Leave:</i>	<i>6%</i>
<i>Paid Vacation:</i>	<i>69%</i>
<i>Retirement Plan:</i>	<i>56%</i>
<i>Child Care:</i>	<i>0%</i>

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Plumbing, Heating Air-Conditioning Gas & Other Services Combined	74.3%	1711

PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding applicants that are both fully experienced and qualified as well as inexperienced applicants. *New positions* accounted for *most* new job opportunities created in the past year. *Most* employers report employment in this occupation to have *grown* in the past year, but are split in opinion on whether it will *grow* or remain stable over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- Employers that have union employees hire through the local *union hall*.
- *Some* used *newspaper ads* and *employee referrals*.

Most employers surveyed promote Plumbers, Pipefitters, and Steamfitters to higher level positions such as:

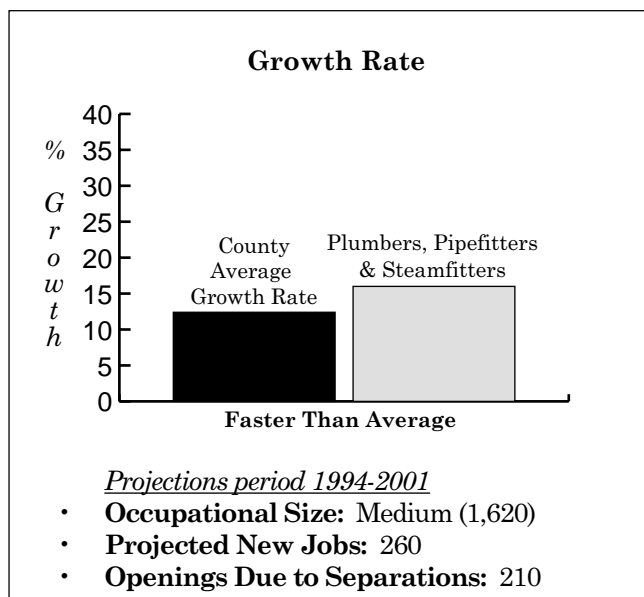
- Apprentice
- Journeylevel
- Supervisor

EDUCATION, TRAINING & EXPERIENCE

All recently surveyed employers reported Plumbers as having a high school diploma or equivalent.

Training in this field is through an Apprenticeship program. Apprenticeship programs consists of full-time supervised on-the-job training and concurrent classroom instruction. Candidates for the apprenticeship program must be 18 years old and possess a high school diploma or equivalent, and must pass aptitude tests.

SIZE & GROWTH



TRAINING PROVIDERS

- Pipe Trades JATC

OTHER INFORMATION

California Occupational Guide No.: 173

Screening Devices: DMV check.

PUBLIC RELATIONS SPECIALISTS AND PUBLICITY WRITERS (OES: 340080)

Public Relations Specialists and Publicity Writers include workers concerned with promoting or creating good will for individuals, group, or organizations by writing or selecting favorable publicity material and releasing it through various communication media, they also prepare and arrange displays, making speeches, and performing related publicity efforts.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$9.00-\$21.50	\$12.71
Experienced/New to the Firm:	\$12.75-\$23.00	\$16.49
3+ Yrs. Experience with Firm:	\$14.00-\$31.25	\$19.18

W O R K P A T T E R N S

Almost all Public Relations Specialists and Publicity Writers surveyed work full time averaging **41 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Public contact skills, verbal presentation skills, and ability to use word processing applications.

BASIC SKILLS

Very Important: Writing skills, oral communication skills, ability to read and follow instructions, English grammar and spelling skills, keyboarding skills, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

COMPUTER SKILLS

All employers sought word processing skills, **most** also sought desktop publishing software skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>100%</i>
<i>Dental Insurance:</i>	<i>100%</i>
<i>Vision Insurance:</i>	<i>44%</i>
<i>Life Insurance:</i>	<i>56%</i>
<i>Paid Sick Leave:</i>	<i>100%</i>
<i>Paid Vacation:</i>	<i>100%</i>
<i>Retirement Plan:</i>	<i>100%</i>
<i>Child Care:</i>	<i>0%</i>

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Colleges & Universities	13.9%	8221
• Computer Integrated System Design	10.9%	7373
• Public Relations Services	10.3%	8743

PUBLIC RELATIONS SPECIALISTS AND PUBLICITY WRITERS

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding applicants that are fully experienced and qualified, and *a little difficult* finding inexperienced applicants. *Turnover* accounted for *most* new job opportunities that were created in the past year, *some* were also due to *new positions*. *Almost all* employers surveyed expect employment in this occupation to *grow* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *employee referrals*
- **Most** used *newspaper ads, and in-house promotions and transfers*.
- **Some** used *other sources such as the internet*.

Almost all employers surveyed promote Public Relations Specialists and Publicity Writers to higher level positions such as:

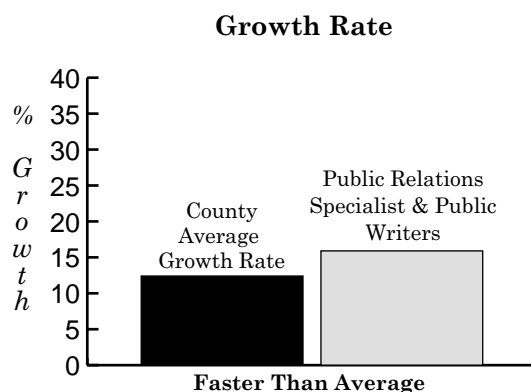
- Account Specialist
- Account Coordinator
- Account Manager
- Account Executive

EDUCATION, TRAINING & EXPERIENCE

Almost all recently hired Public Relations Specialists and Publicity Writers have a Bachelor's degree.

Many employers **always** require previous work experience in marketing or sales averaging two years, and are split in their willingness to accept training as a substitute for experience.

SIZE & GROWTH



Projections period 1994-2001

- **Occupational Size:** Small (630)
- **Projected New Jobs:** 100
- **Openings Due to Separations:** 100

TRAINING PROVIDERS

- Training Specific to this occupation is not available.

OTHER INFORMATION

California Occupational Guide No.: 276

Screening Devices: Reference, and background check.

PURCHASING MANAGERS

(OES: 130080)

Purchasing Managers plan, organize, direct, control, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, or services. It includes wholesale or retail trade merchandising managers.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	Not Applicable	
Experienced/New to the Firm:	\$15.00-\$38.50	\$23.44
3+ Yrs. Experience with Firm:	\$17.00-\$41.75	\$27.87

W O R K P A T T E R N S

All Purchasing Managers surveyed work full time averaging **45 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Ability to follow purchasing procedures, knowledge of vendors and suppliers, interpersonal skills, ability to manage unexpected situations, ability to motivate others, technical knowledge of supplies and equipment procured, ability to plan and organize the work of others, negotiation skills, problem solving skills, and understanding of contract law.

Important: Ability to hire and assign personnel, and ability to assess and analyze market conditions.

BASIC SKILLS

Very Important: Oral communication skills, ability to work independently as well as part of a team, ability to work under pressure, attention to detail, keyboarding skills, ability to read and follow instructions, English grammar and spelling skills, and ability to sit continuously for 2 or more hours.

COMPUTER SKILLS

Almost all employers sought word processing and database skills, most also sought spreadsheet software skills.

FRINGE BENEFITS

BENEFITS

FT

<i>Medical Insurance:</i>	<i>100%</i>
<i>Dental Insurance:</i>	<i>100%</i>
<i>Vision Insurance:</i>	<i>93%</i>
<i>Life Insurance:</i>	<i>93%</i>
<i>Paid Sick Leave:</i>	<i>100%</i>
<i>Paid Vacation:</i>	<i>100%</i>
<i>Retirement Plan:</i>	<i>87%</i>
<i>Child Care:</i>	<i>7%</i>

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
• Computer, Peripherals & Software	8.5%	5045
• Electronic Computers	7.2%	3571
• Electronic Parts	6.9%	5065
• Semiconductors and Related Services	6.3%	3674

PURCHASING MANAGERS

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding applicants that are both fully experienced and qualified as well as inexperienced. *Turnover* accounted for *most* new job opportunities created in the past year. Employers report employment in this occupation to have remained stable in the last year, but seem to be split in their opinion of whether it is going to grow or remain stable over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** used *newspaper ads and in-house promotions and transfers* to recruit.
- **Many** used *employee referrals*.
- **Some** used *private employment agencies, job fairs and the internet*.

Most employers surveyed promote Purchasing Managers to higher level positions such as:

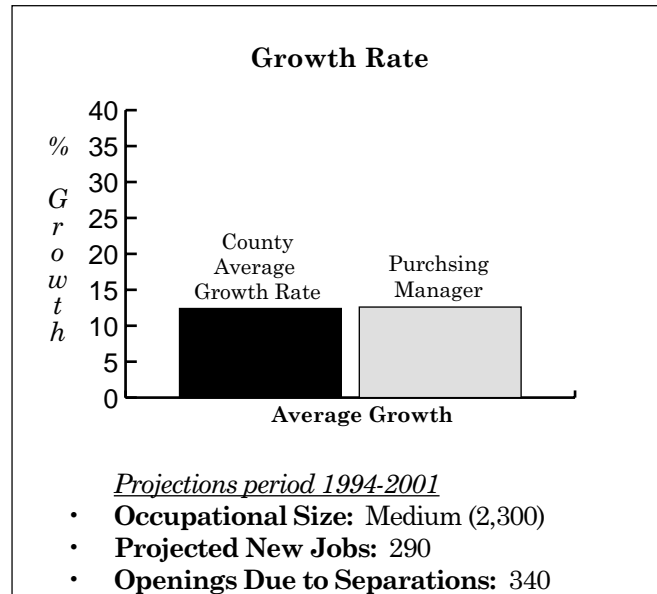
- Department Head
- Director
- V P of Purchasing

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Purchasing Managers have a Bachelor's degree.

Most employers **always** require previous work experience and are **never** willing to substitute training for experience. **Most** employers require an average of 3 - 5 years of experience in Purchasing or as a Buyer.

SIZE & GROWTH



TRAINING PROVIDERS

- San Jose State University, Continuing Education

OTHER INFORMATION

California Occupational Guide No.: N.A

Screening Devices: None

QUALITY ASSURANCE MANAGERS

(DOT: 169.167-995)



Quality Assurance Managers set up systems, processes and implement new programs. They manage/implement quality, reliability and product safety and administer ISO9000 activities. They are responsible for developing and administering Quality Control programs, ensure quality control procedures and policies are coordinated throughout the company. They are responsible for establishing testing policies and procedures for maintaining a program that will meet the Quality Control needs of the entire organization. They are also responsible for assessing compliance to regulatory and manufacturing specs.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$14.00-\$34.25	\$25.84
Experienced/New to the Firm:	\$14.50-\$38.50	\$27.70
3+ Yrs. Experience with Firm:	\$23.00-\$48.00	\$30.20

W O R K P A T T E R N S

All Quality Assurance Managers surveyed work full time averaging **49 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Ability to plan and organize the work of others, ability to understand and apply complex rules and regulations, ability to develop and implement Quality Control Procedures, problem solving skills, ability to work under pressure, ability to manage unexpected situations and circumstances, knowledge of regulations and manufacturing specs, and personnel management skills.

BASIC SKILLS

Very Important: Advanced math skills, keyboarding skills, writing skills, oral communication skills, ability to read and follow instructions, English grammar and spelling skills, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

COMPUTER SKILLS

Almost all employers sought word processing, spreadsheet and database software skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	<i>100%</i>
<i>Dental Insurance:</i>	<i>100%</i>
<i>Vision Insurance:</i>	<i>100%</i>
<i>Life Insurance:</i>	<i>100%</i>
<i>Paid Sick Leave:</i>	<i>100%</i>
<i>Paid Vacation:</i>	<i>100%</i>
<i>Retirement Plan:</i>	<i>80%</i>
<i>Child Care:</i>	<i>7%</i>

PRINCIPAL EMPLOYING INDUSTRIES

Industry *Percent SIC*

• Information not Available

QUALITY ASSURANCE MANAGERS

SUPPLY & DEMAND

Employers surveyed report it to be *somewhat difficult* finding applicants who are both fully qualified and experienced as well as inexperienced. *New positions* accounted for *most* new jobs created in the past year. *Almost all* employers report employment in this occupation to have *remained stable* in the past year, most employers expect it to *remain stable* over the next three years, though *some* report it to *grow*.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** used *newspaper ads* to recruit.
- **Many** used *in-house promotion or transfer, employee referrals, and other sources such as the internet and job fairs*.

Almost all employers surveyed promote Quality Assurance Managers to higher level positions such as:

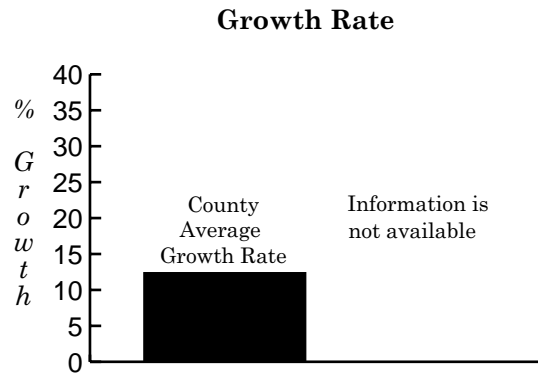
- Senior Levels
- Director
- V P of Operations

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Quality Assurance Managers have a Bachelor's degree, **some** have a Master's degree.

Almost all employers require previous experience in the field of Quality Assurance averaging five years. **Almost all** employers **never** substitute training for work experience.

SIZE & GROWTH



Projections period 1994-2001

- Information not Available

TRAINING PROVIDERS

- De Anza College
- Neville-Clark Inc.
- National University
- San Jose City College
- University of California, Santa Cruz Extension

OTHER INFORMATION

California Occupational Guide No.: N.A

Screening Devices: None

SECRETARIES, MEDICAL

(OES: 551050)

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$6.50-\$11.75	\$8.25
Experienced/New to the Firm:	\$7.00-\$15.00	\$11.00
3+ Yrs. Experience with Firm:	\$9.00-\$20.00	\$12.00

W O R K P A T T E R N S

Almost all Medical Secretaries surveyed work full time averaging **40 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Telephone answering skills, ability to maintain an appointment calender, ability to follow billing procedures, and knowledge of medical terminology.

BASIC SKILLS

Very Important: Basic math skills, keyboarding skills, ability to read and follow instructions, oral communications skills, writing skills, English grammar and spelling skills, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Ability to sit continuously for 2 or more hours.

COMPUTER SKILLS

Almost all employers sought word processing software skills, some also sought database and spreadsheet skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	93%
<i>Dental Insurance:</i>	93%
<i>Vision Insurance:</i>	57%
<i>Life Insurance:</i>	43%
<i>Paid Sick Leave:</i>	86%
<i>Paid Vacation:</i>	100%
<i>Retirement Plan:</i>	71%
<i>Child Care:</i>	0%

P R I N C I P A L E M P L O Y I N G I N D U S T R I E S

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
•Office & Clinics of Medical Doctors	54.0%	8011
•Office & Clinics of Dentists	14.4%	8021

SECRETARIES, MEDICAL

SUPPLY & DEMAND

Employers surveyed report it to be *somewhat difficult* finding applicants who are both fully experienced and qualified as well as inexperienced. *Turnover* accounted for *most* new job opportunities in the past year. *Most* employers expect employment in this occupation to *remain stable* over the next three years, though many expect it to *grow*.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- ***Almost all*** used *newspaper ads* to recruit.
- ***Many*** used *employee referrals*.

Most employers surveyed promote Medical Secretaries to higher level positions such as:

- Executive Secretary
- Medical Records Clerk
- Administrative Assistant

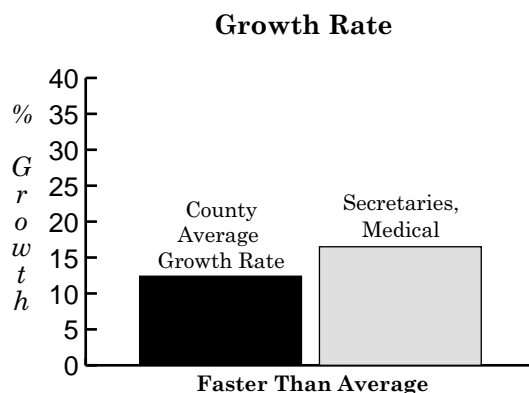
Promotions for secretaries who work in physician offices are usually limited to salary increases and more responsible duties.

EDUCATION, TRAINING & EXPERIENCE

Most recently hired Medical Secretaries have a high school diploma or equivalent, some have college but no degree. ***Most*** employers require a certification from a vocational school or community college in medical office management or medical secretary.

Many employers require previous work experience in the medical field averaging one 1-2 years. ***Many*** employers are ***sometimes*** willing to accept training as a substitute for experience.

SIZE & GROWTH



Projections period 1994-2001

- **Occupational Size:** Small (1,070)
- **Projected New Jobs:** 70
- **Openings Due to Separations:** 130

TRAINING PROVIDERS

- Bryman
- Center for Training and Career Inc.
- De Anza College
- Institute for Business and Technology
- Pacific Western Career
- Santa Clara Unified Adult Education
- West Valley College

OTHER INFORMATION

California Occupational Guide No.: 13

Screening Devices: Reading, math, and aptitude testing, and medical physicals.

TEACHERS - ELEMENTARY SCHOOL

(OES: 313050)

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

W A G E I N F O R M A T I O N

	Union	Median	Non-Union	Median
Entry Level/No Experience:	\$11.75-\$17.75	\$15.96	\$8.00-\$18.00	\$11.99
Experienced/New to the Firm:	\$13.50-\$18.50	\$16.27	\$8.50-\$19.25	\$13.62
3+ Yrs. Experience with Firm:	\$14.50-\$35.50	\$18.54	\$9.50-\$20.50	\$13.95

W O R K P A T T E R N S

Almost all Elementary School Teachers surveyed work full-time averaging **32-36 hours** per week. **Most** belong to a union.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Classroom management skills, ability to work under pressure, ability to exercise patience, possession of a clean police record, ability to handle crisis situations, possession of a state teacher's certificate, understanding of various cultures, record keeping skills, and audiovisual teaching skills.

BASIC SKILLS

Very Important: Basic and advanced math skills, writing skills, oral communication skills, ability to read and follow instructions, English grammar and spelling skills, ability to work independently as well as part of a team, ability to work under pressure, and attention to detail.

Important: Keyboarding skills, and ability to stand continuously for 2 or more hours.

FRINGE BENEFITS

BENEFITS

FT

Medical Insurance:	100%
Dental Insurance:	88%
Vision Insurance:	81%
Life Insurance:	63%
Paid Sick Leave:	100%
Paid Vacation:	6%
Retirement Plan:	88%
Child Care:	6%

PRINCIPAL EMPLOYING INDUSTRIES

Industry	Percent	SIC
• Elementary & Secondary School Teachers	92.8%	8211
• Religious Organizations	5.1%	8661

TEACHERS - ELEMENTARY SCHOOL

SUPPLY & DEMAND

Employers report it to be *somewhat difficult* finding applicants who are both fully experienced and qualified as well inexperienced. *New positions* accounted for *most* new job opportunities, *some* were also due to *turnover*. *Most* employers report employment in this occupation to have *grown* in the past year, and expect continued *growth* over the next three years due to class reduction and increase in enrollment. This trend is contrary to the projections.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Most** used *newspaper ads and employee referrals* to recruit.
- **Many** used *other sources such as job fairs, and unsolicited applicants*.

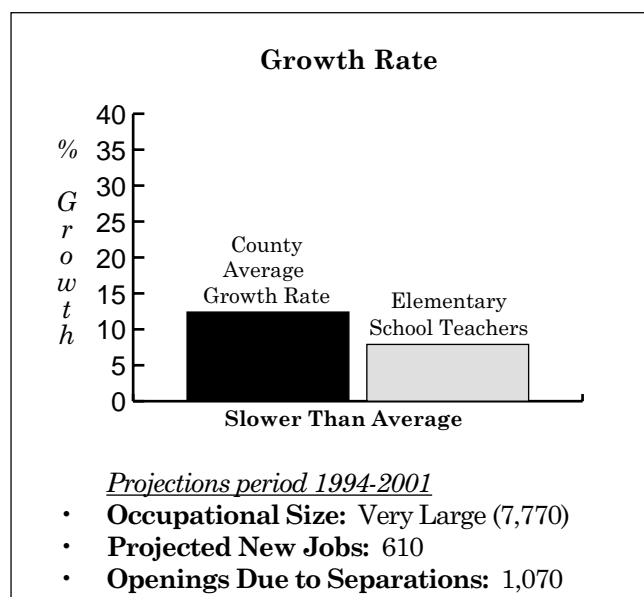
Promotion for teachers consists of regular salary increases. Administrative positions require teaching experience, advanced study, and additional credentials.

EDUCATION, TRAINING & EXPERIENCE

Most recently surveyed Elementary School Teachers have a Bachelor's degree and have the State of California Teaching credential.

Many employers **sometimes** require previous work experience, **some** are willing to substitute training for work experience.

SIZE & GROWTH



TRAINING PROVIDERS

- AMI Montessori Teacher Training Center

OTHER INFORMATION

California Occupational Guide No.: 10

Screening Devices: Police background check, and reading, math, and aptitude assessment testing.

TRAVEL AGENTS

(OES: 430210)

Travel Agents plan entire trips for customers of their travel agency. Their duties include determining destinations, modes of transportation, travel dates, costs, accommodations required, and planning, describing, or selling itinerary package tours. Travel Agents may specialize in foreign or domestic service, individual or group travel, specific geographical area, airplane charters, or package tours.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$7.00-\$13.50	\$9.00
Experienced/New to the Firm:	\$9.00-\$14.50	\$12.06
3+ Yrs. Experience with Firm:	\$11.00-\$18.25	\$15.07

W O R K P A T T E R N S

Almost all Travel Agents surveyed work full time averaging **39 hours** per week, **some** worked part time averaging **22 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Telephone answering skills, public contact skills, ability to work under pressure, knowledge of geography, and record keeping skills.

Important: Ability to type at least 30 wpm.

BASIC SKILLS

Very Important: Oral communication skills, attention to detail, ability to work independently as well as part of a team, ability to follow instructions, writing skills, English grammar and spelling skills, basic math skills, and keyboarding skills.

Important: Ability to sit continuously for 2 or more hours.

COMPUTER SKILLS

Most employers sought word processing, database management software skills, familiarity with airline reservation system management software, and internet skills.

F R I N G E B E N E F I T S

BENEFITS

FT

<i>Medical Insurance:</i>	93%
<i>Dental Insurance:</i>	53%
<i>Vision Insurance:</i>	33%
<i>Life Insurance:</i>	20%
<i>Paid Sick Leave:</i>	87%
<i>Paid Vacation:</i>	93%
<i>Retirement Plan:</i>	60%
<i>Child Care:</i>	7%

PRINCIPAL EMPLOYING INDUSTRIES

<i>Industry</i>	<i>Percent</i>	<i>SIC</i>
•Travel Agencies	82.6%	4724

TRAVEL AGENTS

SUPPLY & DEMAND

Employers surveyed report it to be *very difficult* finding applicants who are fully experienced and qualified, and *somewhat difficult* finding inexperienced applicants. *Turnover* and *new positions* together accounted for *almost all* new job opportunities created in the past year. *Most* employers expect employment in this occupation to *grow* over the next three years.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *newspaper ads* to recruit.
- **Most** used *employee referrals*.
- **Many** used *private employment agencies*.

Most employers surveyed promote Travel Agents to higher level positions such as:

- Lead Agent
- Supervisor
- Branch Manager
- Director

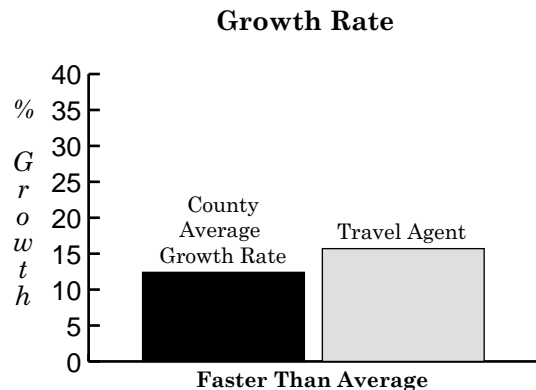
Travel agents with the right combination of capital, business skills, and a substantial client base sometimes open their own travel agency.

EDUCATION, TRAINING & EXPERIENCE

Employers report recently hired travel agents as having a varied educational background from high school diploma or equivalent, to a Bachelor's degree.

Most employers usually require applicants with previous travel agency experience, but **most** are willing to substitute training for work experience. Some college education, in addition to travel training, is desirable. Travel courses are offered by vocational schools, adult education programs, community colleges and universities.

SIZE & GROWTH



Projections period 1994-2001

- **Occupational Size:** Medium (1,270)
- **Projected New Jobs:** 200
- **Openings Due to Separations:** 250

TRAINING PROVIDERS

- American Express Travel School
- E & L School of Travel
- Foothill College
- Go Western Travel School
- Institute for Business and Technology
- Pacific Trade Academy
- Phillips Junior College
- San Jose State University, Continuing Education

OTHER INFORMATION

California Occupational Guide No.: 213

Screening Devices: Reading, math, and aptitude assessment, and DMV check.

VETERINARY ASSISTANTS

(OES: 798060)

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post secondary education such as trade school or junior college.

W A G E I N F O R M A T I O N

	<u>Range</u>	<u>Median</u>
Entry Level/No Experience:	\$5.50-\$9.00	\$7.00
Experienced/New to the Firm:	\$7.50-\$15.00	\$10.00
3+ Yrs. Experience with Firm:	\$9.00-\$17.00	\$12.00

W O R K P A T T E R N S

Most Veterinary Assistants surveyed work full time averaging **40 hours** per week, many also work part time averaging **22 hours** per week.

O C C U P A T I O N A L S K I L L S

JOB SPECIFIC SKILLS

Very Important: Ability to follow laboratory procedures, ability to follow feeding and handling requirements for animals, ability to administer medication, ability to apply sterilization techniques, ability to administer emergency first aid, ability to take vital signs, ability to assess emergency situations and set priorities quickly, ability to accurately record and report information, public contact skills, and ability to work under pressure.

BASIC SKILLS

Very Important: Basic math skills, oral communication skills, ability to read and follow instructions, ability to work independently as well as part of a team, attention to detail, and ability to lift at least 10 lbs., and ability to stand continuously for 2 or more hours.

F R I N G E B E N E F I T S

<u>BENEFITS</u>	<u>FT</u>	<u>PT</u>
Medical Insurance:	86%	7%
Dental Insurance:	36%	0%
Vision Insurance:	7%	0%
Life Insurance:	0%	0%
Paid Sick Leave:	86%	7%
Paid Vacation:	93%	7%
Retirement Plan:	36%	0%
Child Care:	0%	0%

PRINCIPAL EMPLOYING INDUSTRIES

<u>Industry</u>	<u>Percent</u>	<u>SIC</u>
•Veterinary Services	100%	0742

VETERINARY ASSISTANTS

SUPPLY & DEMAND

Employers surveyed report it to be *somewhat difficult* finding applicants who are both fully experienced and qualified as well as inexperienced. *Turnover* accounted for *many* new job opportunities created in the past year, *some* were also due to *new positions*. *Most* employers expect employment in this occupation to *grow* over the next three years because of growing business.

HIRING & PROMOTING PRACTICES

Employers reported using the following methods for recruiting employees:

- **Almost all** used *newspaper ads* to recruit.
- **Many** used *employee referrals*.

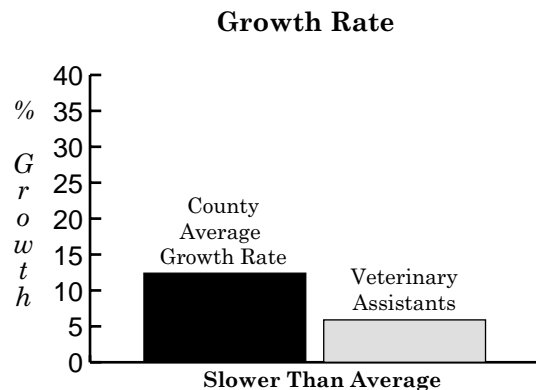
Many employers surveyed promote Veterinary Technicians to higher level positions. Trainee Technicians can expect change in pay and status with additional educational education and experience. Registered Technicians can obtain supervisory positions at larger private establishments and in civil services.

EDUCATION, TRAINING & EXPERIENCE

Employers report recently hired Veterinary Assistants as having a varied range of educational background from a high school diploma or equivalent to a Bachelor's degree. **Some** employers require certification as a registered Veterinary Technician.

Most employers require previous work experience as a Veterinarian Technician or Assistant averaging one year. **Most** employers are willing to accept training as a substitute for work experience.

SIZE & GROWTH



Projections period 1994-2001

- **Occupational Size:** Small (170)
- **Projected New Jobs:** 10
- **Openings Due to Separations:** 30

TRAINING PROVIDERS

- Foothill College

OTHER INFORMATION

California Occupational Guide No.: 402

Screening Devices: None



APPENDIX A: LIST OF TRAINING PROVIDERS

American Express Travel School

5050 El Camino Real, Suite 220
Los Altos, CA 94022
415-237-2119

**AMI Montessori Teacher
Training Center**

317 Moorpark Way
Mountain View, CA 94041
415-967-6695

ATCOA - North

990 Richard Avenue, Suite#108
Santa Clara, CA 95050
408-986-9009

Bryman

1245 S. Winchester Blvd., Suite#102
San Jose, CA 95128
1-800-464-1212

California College of Communications

700 West Hamilton Avenue Suite #210
Campbell, CA 95008
408-374-5066

Career Dynamics International

1800 Hamilton Ave., #230
San Jose, CA 95125
408-264-4465

Center For Employment Training

701 Vine Street
San Jose, CA 95110
408-287-7924

Center for Training and Careers, Inc.

1600 Las Plumas Avenue
San Jose, CA 95133
408-251-3165

**Central County Occupational Center
(CCOC)**

760 Hillsdale Avenue
San Jose, CA 95136
408-723-6400

Computer Learning Center of San Jose

111 North Market Street
San Jose, CA 95113
408-271-3400

Computer Training Academy

235 Charcot Avenue
San Jose, CA 95131
408-441-6990

Computer Training Consultants

1275 Winchester Blvd., Suite E
San Jose, CA 95128
408-241-3200

Copper Connection

3003 Bunker Hill Lane Suite #201
Santa Clara, CA 95054
408-970-9838

De Anza College

21250 Stevens Creek Boulevard
Cupertino, CA 95014
408-864-5678

E & L School of Travel

1952 Camden Avenue Suite #203
San Jose, CA 95124
408-879-9590

E.S.O.

1445 Oakland Road
San Jose, CA 95112
408-971-0888



APPENDIX A (Continued...)

Evergreen Valley College

3095 Yerba Buena Rd.

San Jose, CA 95135

408-270-6486

Foothill College

12345 El Monte Road

Los Altos, CA 94022

415-949-7254

Gavilan College

5055 Santa Teresa Boulevard

Gilroy, CA 95020

408-847-1400

Golden Gate University

5050 El Camino Real

Los Altos, CA 94022

415-961-3000

Go Western Travel School

3140 De La Cruz Boulevard Suite #100

Santa Clara, CA 95054

408-980-7500

Heald College, School of Business

2665 North First Street, Suite 110

San Jose, CA 95134

408-955-9555

Institute For Business and Technology

2550 Scott Boulevard

Santa Clara, CA 95050

408-727-1060

**Institute for Career Development
(Goodwill)**

1080 North 7th Street

San Jose, CA 95112

408-998-5787

Institute of Computer Technology

589 W. Fremont Avenue, P.O. Box F

Sunnyvale, CA 94087

408-736-4291

Micro-Polytech Institute

1108 Walsh Avenue

Santa Clara, CA 95050

408-492-9048

MOS Drafting Institute

405 S. Sunnyvale Ave.

Sunnyvale, CA 94086

408-738-3386

National Tooling & Machining Association**Training Center**

43651 S. Grimmer Blvd.

Fremont, CA 945112

510-226-0888

National University

5300 Stevens Creek Blvd.

San Jose, CA 95129

408-236-1100

Neville-Clark Inc.

3333 Bowers Ave., Suite 155

Santa Clara, CA 95054

408-982-1828

North County Regional Occupational Program

575 West Fremont Avenue

Sunnyvale, CA 94087

408-733-0881



APPENDIX A (Continued...)

On Line Design

3211 Scott Blvd., #103
Santa Clara, CA 95054
408-727-2200

Pacific Trade Academy

1530 The Alameda Suite, #102
San Jose, CA 95126
408-283-8160

Pacific Western Career

646 King Rd.
San Jose, CA 95133
408-258-6643

Phillips Junior College

1 West Campbell Avenue
Campbell, CA 95008
408-866-6666

Pipe Trades JATC

780 Commercial Street
San Jose, CA 95112
408-453-6330

Quick Learning School of San Jose

123 E. Gish Rd.
San Jose, CA 95112
408-453-8133

University of California San Francisco

505 Parnassus
San Francisco, CA 94143
408-487-9000

San Jose City College

2100 Moorpark Avenue
San Jose, CA 95128
408-298-2181

San Jose Computer Academy

160 E. Virginia St., Suite #200
San Jose, CA 95112
408-893-5152

San Jose State University, Continuing Education

3031 Tisch Way, Suite #200
San Jose, CA 95128
408-985-7578

San Jose State University

One Washington Square
San Jose, CA 95192
408-924-1000

Santa Clara County Regional Occupational Program - South (ROP)

7365 G Monterey St.
Gilroy, CA 95020
408-842-0361

Santa Clara Unified Adult Education

1840 Benton Street
Santa Clara, CA 95050
408-984-6220

Silicon Artists

4701 Patrick Henry Dr., Bldg.#10
Santa Clara, CA 95054
408-986-8568

Silicon Drafting Institute

3150 De La Cruse Blvd., Ste.# 101
Santa Clara, CA 95054
408-567-0486



APPENDIX A (Continued...)

WestMed Training

1330 S. Bascom Ave., #G
San Jose, CA 95128
408-977-0723

West Valley College

14000 Fruitvale Avenue
Saratoga, CA 95070
408-741-2001

University of California, Santa Cruz

3120 De La Cruz Boulevard
Santa Clara, CA 95054
408-748-7370



APPENDIX B: PREVIOUSLY STUDIED OCCUPATIONS

1 9 9 6

Automotive Mechanics ⁽¹⁹⁹³⁾
Bus and Truck Mechanics and Diesel Engine Specialists ⁽¹⁹⁹³⁾
Compliance Officers and Enforcement Inspectors -
 Except Construction
Computer Aided Audio / Visual Engineers
Computer Animators
Dental Assistants.
Electrical and Electronic Engineering-
 Technicians and Technologists
Electrical and Electronic Engineers
Farm Equipment Operators
Industrial Engineers - Except Safety
Integrated Circuit Fabricators / Operators
Integrated Circuit Layout Designers

Internet Server Designers and Administrators (Webmasters)
Librarians - Professional
Marketing, Advertising, and Public Relations Managers
Medical Assistants
Pharmacy Technicians ⁽¹⁸⁹³⁾
Sales Engineers
Sales Representatives, Scientific and Related Products
 and Services - Except Retail ⁽¹⁹⁹¹⁾
Secretaries, General
Social Workers - Medical and Psychiatric
Software Engineers
Traffic, Shipping, and Receiving Clerks
Truck Drivers - Heavy or Tractor Trailer ⁽¹⁹⁹¹⁾
Wholesale and Retail Buyers - Except Farm Products

1 9 9 5

Assemblers – Electrical & Electronic Equipment
Biological Scientists
Biological, Agricultural & Food Technicians ⁽¹⁹⁹²⁾
Bookkeeping, Accounting & Auditing Clerks
Chemical Technicians & Technologists ⁽¹⁹⁹⁰⁾
Computer Engineers
Computer Operators ⁽¹⁹⁹⁰⁾
Cooks – Restaurant
Correction Officers & Jailers
Dispatchers – except Police & Ambulance ⁽¹⁹⁹¹⁾
Electricians
Gardeners & Groundskeepers
Hazardous Waste Management Specialists

Human Services Workers
Instructional Aides ⁽¹⁹⁹¹⁾
LAN/WAN (Local/Wide Area Network) Managers
Medical & Clinical Laboratory Technologists
Nurse Aides ⁽¹⁹⁹¹⁾
Painters & Paperhangers
Precision Patternmakers, Model Makers & Layout Workers
Police Patrol Officers
Recreation Workers ⁽¹⁹⁹¹⁾
Registered Nurses
Respiratory Care Practitioners ⁽¹⁹⁹¹⁾
Truck Driver – Light, include Delivery & Route ⁽¹⁹⁹¹⁾

1 9 9 4

Accountants & Auditors
Assemblers & Fabricators
Billing, Cost & Rate Clerks
Counter & Rental Clerks
Data Processing Equipment Repairers ⁽¹⁹⁹⁰⁾
Dental Hygienists
Desktop Publishing – Graphic Designers ^(Limited survey)
Drafters ⁽¹⁹⁹²⁾
Emergency Medical Technicians ^(Limited survey)
English Foreign Language Teachers
Financial Managers
Home Health Care Workers ⁽¹⁹⁹⁰⁾
Industrial Truck & Tractor OperatorsPP

Kindergarten Teachers
Loan Officers & Counselors
Maids & Housekeepers
Paralegal Personnel ⁽¹⁹⁹⁰⁾
Personnel Clerks
Physicians' Assistants
Preschool Teachers
Productions, Planning & Expediting Clerks ⁽¹⁹⁹⁰⁾
Secretaries, Legal
Sheet Metal Workers
Technical Writers
Telephone & Cable TV Installers & Repairers ⁽¹⁹⁹²⁾
Tellers



APPENDIX B (Continued...)

1 9 9 3

Automotive Mechanics
Automotive Mechanics (1989)
Child Care Workers
Dietetic Technicians
Drug & Alcohol Counselors (Limited survey)
Electromedical & Biomedical Equipment Repairers
Floral Designers
Food Service Managers
General Office Clerks
Guards & Watch Guards
Hand Packers & Packagers
Heating, Air Conditioning & Refrigeration Mechanics (1990)
Highway Maintenance Workers
Licensed Vocational Nurses

Medical & Clinical Laboratory Assistants
Medical Records Technicians
Merchandise Displayers & Window Trimmers
Opticians – Dispensing & Measuring
Pharmacy Technicians
Photographic Processing Machine Operators
Psychiatric Aides
Real Estate Appraisers
Sales Agents – Securities, Commodities & Financial Services
Stock Clerks – Stock Room, Warehouse, Storage Yard
Surgical Technicians
Systems Analysts – Electronic Data Processing
Vocational & Educational Counselors
Water & Liquid Waste Treatment Plant & Systems Operators

1 9 9 2

Bill & Account Collectors
Biological, Agricultural & Food Technicians
Bus & Truck Mechanics & Diesel Engine Specialists
Combined Food Preparation & Service Workers
Computer Programmers, including Aides
Drafters
Electrical & Electronic Assemblers
Electrical & Electronic Engineering Technicians
Electrocardiograph Technicians & Technologists
Electronic Home Equipment Repairers
Electronic Semiconductor Processors
First Line Supervisors & Managers/Supervisors, Production
Hazardous Materials & Waste Technicians (Limited survey)
Industrial Production Managers

Insurance Claims Clerks
Laundry & Drycleaning Machine Operators & Tenders
Machine Tool Cutting Operators & Tenders
Machinery Maintenance Mechanics
Manicurists
Massage Therapists (Limited survey)
Mechanical Engineers
Pest Controllers & Assistants
Physical Therapist Assistants
Physical Therapy Aides
Procurement Clerks
Telephone & Cable TV Line Installers & Repairers
Welders & Cutters

1 9 9 1

Bakers – Bread & Pastry
Cabinetmakers & Bench Carpenters
Carpet Installers
Chemical Technicians & Technologists
Cooks – Institutions or Cafeteria
Court Reporters (Limited survey)
Employment Interviewers – Private or Public
Industrial Designers (Limited survey)
Instructional Aides
Loan & Credit Clerks
New Accounts Clerks
Nurse Aides
Operating Engineers

Personnel, Training & Labor Relations Specialists
Precision Inspectors, Testers, & Graders
Receptionists & Information Clerks
Recreation Workers
Reservation & Transportation Ticket Agents
Respiratory Care Practitioners
Salespersons – Parts
Sales Representatives, Scientific & Related Products
Tool & Die Makers
Travel Agents
Truck Drivers, Heavy or Tractor Trailers
Truck Drivers, Light – Include Delivery & Route Drivers

SANTA CLARA COUNTY TRAINING DIRECTORY 1 9 9 8

Produced by:

The NOVA Private Industry Council

In Cooperation With:

The California Employment Development Department (EDD),
Labor Market Information Division (LMID)

and

The California Occupational Information Coordinating Committee (CCICC)

December, 1997

Third Edition

FOR MORE INFORMATION CONTACT:

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505 West Olive Avenue, Suite 550
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CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM (CCOIS)

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RESOURCES

*Special thanks to the training providers and apprenticeship programs
for promptly providing us with thorough information about their training programs.*

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INTRODUCTION

Overview

The Santa Clara County Training Directory is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). This program is a cooperative effort between NOVA Private Industry Council and the State of California Employment Development Department's (EDD), Labor Market Information Division (LMID). Funding for this directory is provided by both EDD and NOVA.

As a primary administrator of local employment and training funds and an organization established to coordinate private and public efforts in that area, NOVA PIC is in an ideal position to act as the coordinator of the local portion of the California Cooperative Occupational Information System.

The data in this publication is intended for use by various organizations and individuals. Some of the ways the directory can be used are as follows:

Uses of the Directory

- The directory can be used as a reliable first reference resource for all vocational and career training available in Santa Clara County;
- The directory can be used by employers interested in finding skilled workers or in search of training programs for new or current employees;
- Career counselors and employment and training professionals can use the directory to assist individuals in selecting training programs that meet individual needs and career goals;
- The directory can be used by all those looking to upgrade their skills to advance or enhance their employability.

Users of this directory should note that we do not endorse or recommend any particular training providers or programs. Additionally, while we have made every effort to ensure that program information is accurate and up-to-date, this information changes frequently. Please contact the training providers directly to verify and/or update information.

The NOVA staff hopes that this publication will meet the needs of its potential users. If you have any suggestions for its improvement, please contact the project coordinator at NOVA.

HOW TO USE THE TRAINING DIRECTORY

Table of Contents by Training Provider

The table of contents provides a listing of the training providers included within this directory, grouped alphabetically by type of provider (e.g., community college, private school). Use this guide to look up information on a specific training provider.

Index by Occupation Training

This index provides a listing of the occupational training areas covered by the programs outlined in this directory. Use this index to find out who provides training for a specific occupational training area.

Training Provider and Program Information

Information for each training provider includes both *General Information* and *Program Information*.

General Information

This section includes:

- Training provider address, telephone and fax number
- Financial aid available
- Vocational assessment
- Guidance counseling
- Job placement assistance
- Special services offered

Program Information

This section includes:

- Program name
- Occupational objective
- Program location
- Proximity to public transportation
- Average time to complete program
- Program open entry / open exit
- Approximate time to complete program
- Approximate cost to complete program
- Received upon program completion
- Prerequisites, requirements or waiting lists
- Classes offered during
- Target population

See the following pages for more detailed explanation of each section.

INFORMATION PROVIDED & TERMS USED

General Information

This section provides the following information:

Training Provider

The name of the training provider, address, phone and fax numbers.

Financial Aid Available

Indicates whether the training provider offers financial aid / assistance and the various types of loans and grants.

Vocational Assessment

Indicates if training provider has staff responsible for vocational assessment.

Guidance Counseling

Indicates if training provider has staff responsible for guidance counseling.

Job Placement Assistance

Indicates if training provider has staff responsible for job placement assistance.

Special Services Offered

Indicates if training provider offers special services such as provision of child care, English as a Second Language (ESL) classes, programs for individuals with disabilities, and other programs.

Program Information

This section highlights basic information that a user of this directory would use to evaluate a training program, including the following:

Program Name

Title of the program as listed in school's course catalog.

Occupational Objective

Indicates the primary occupation(s) for which students are being trained.

Program Location

Indicates if the training is provided in a different location than the address noted in the general information section.

Proximity to Public Transportation

Indicates access to public transportation.

Average Time to Complete Program

Average length of time it takes a full-time student to complete the program. Some programs are calculated by completion of hours; others in weeks or number of months; others in semesters or quarters.

Santa Clara County Training Directory 1998

<i>Program Open Entry/ Open Exit</i>	Open entry and exit refers to accessibility students have to enroll and complete a program. That is, whether students are able to enroll or drop a program at anytime throughout the year (open), or if enrollment and completion occurs at a specific time during the year.
<i>Approximate Cost to Complete Program</i>	This figure indicates the approximate cost per student to complete the program.
<i>Training Cost Covers</i>	Indicates all items covered in the training cost, such as registration fees, tuition, books, tools, uniform, supplies, licensing fees, certification fees, and other costs.
<i>Received Upon Completion</i>	This refers to any document (e.g., certificate, degree, diploma, skills competency certificate, or license) awarded by the training provider to verify completion of program.
<i>Prerequisites, Requirements, or Waiting Lists</i>	Any prerequisites or requirements the training provider may have for students prior to enrollment (e.g., H.S. diploma or G.E.D., or an entrance exam.)
<i>Classes Offered During</i>	This refers to whether the training provider conducts classes during the day, evening, and/or weekends.
<i>Target Population</i>	Indicates for whom the program is designed.

If you need help or assistance with this directory, or if you wish to order additional copies, please contact the NOVA LMI Project Coordinator at (408) 730-7232.

INDEX BY TYPE OF PROGRAM & TRAINING PROVIDER

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Accounting	Evergreen Valley College	48
Accounting	San Jose City College	84
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